



FPI Portal

Online Dealing User Guide

Welcome to our FPI Portal User Guide to online dealing.

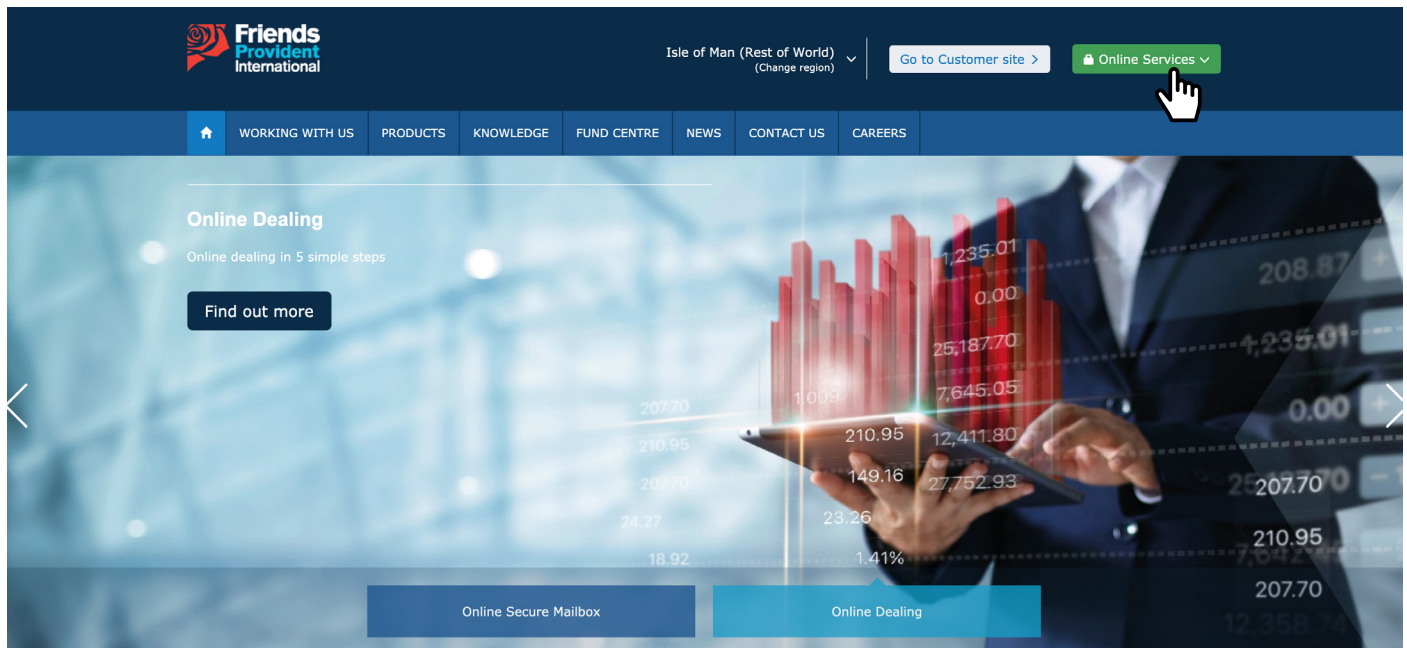
This guide will show you the end to end process on how to create, review and submit different types of dealing instructions through Portal from currency exchanges to buying and selling assets.

Index

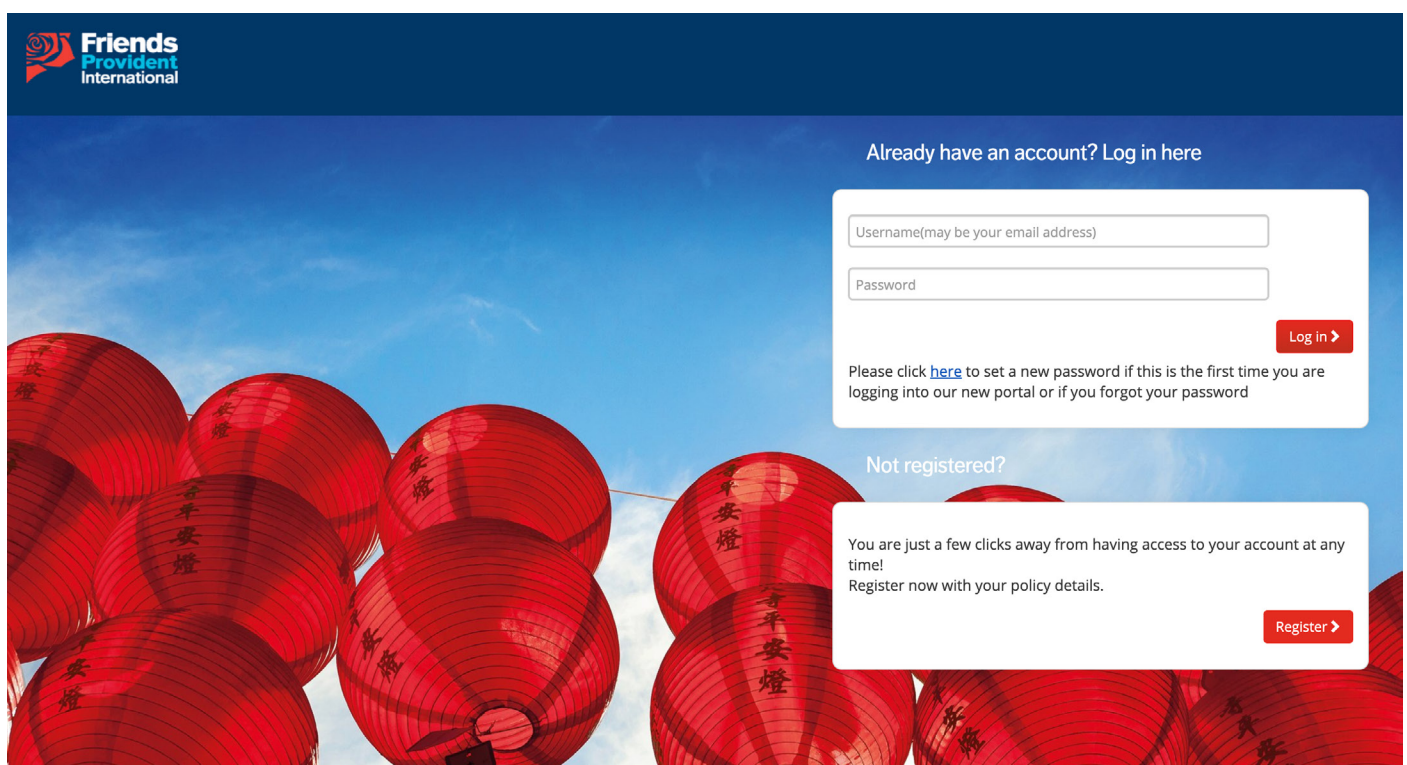
| | Page |
|-------------------------------------|-------|
| Log in or register | 01 |
| Portfolio bond dealing notice | 02 |
| Portfolio bond dealing instructions | 03 |
| • Buy an existing asset | 04 |
| • Sell an existing asset | 05 |
| • Buy a new asset | 06-07 |
| Currency exchanges | 08-09 |
| • Instructing a buy FX | 08 |
| • Instructing a sell FX | 09 |
| Instruction menu | 10 |
| Completing your online deals | 11 |
| Policyholder approval process | 12-15 |

Log in or register

- Log in or register for a FPI Portal account by clicking the **Online Services** button on the home page on our website www.fpiinternational.com



- Enter your user name, password and the one time password (OTP) received on your mobile device.



Portfolio bond dealing notice

- Select the policy that you want to create the instruction on.
- Select the **Portfolio bond dealing** tab and review the important notice wording.

Friends Provident International

Secure Mailbox (0) Welcome [redacted] Log out

My dashboard

Transaction Status

Search portfolio

Document center

Personal details

Security

Contact us

Policy details

Plan summary [redacted]

Product

Reserve - Whole Of Life

Holding value ⓘ

471,697.03

Effective date

07-Apr-2011

GTA account value ⓘ

10,403.49

Valuation currency

Sterling

Valuation value ⓘ

482,100.52

Provisional deals

No

Valuation value as of

25-Apr-2019

Broker details

Name

[redacted]

Address

[redacted]

Phone number

[redacted]

Email address

[redacted]

Policies

Clients

Premium history

Holdings

GTA accounts

Provisional deals

Follow ups

Valuation report

Gain/Loss report

Portfolio bond dealing

Online dealing

1 Notice

2 Instruction

3 Submit

4 Done

What you should know about the online dealing portal for your Portfolio Bond.

▶ Your instruction will be processed on an execution only basis. This shall be effected on the understanding that you have satisfied yourself with the nature and suitability of the investment(s) selected and all of the associated risks.

- Clicking the **Agree** button allows you to proceed to the next section.

Online dealing

1 Notice

2 Instruction

3 Submit

4 Done

What you should know about the online dealing portal for your Portfolio Bond.

▶ Your instruction will be processed on an execution only basis. This shall be effected on the understanding that you have satisfied yourself with the nature and suitability of the investment(s) selected and all of the associated risks.

▶ It is your responsibility to ensure that the investments you choose within your policy are suitable, bearing in mind your investment objectives and attitude to risk.

▶ Friends Provident International Limited ('FPIL') does not provide investment advice and does not approve any asset as a suitable investment. If you are in any doubt as to the risk or suitability of an investment or product you should seek advice from your financial adviser.

▶ FPIL is not responsible for any loss suffered or reduction in the value of your policy arising from your selected investment(s).

▶ The value of investments can fall as well as rise and any income from them is not guaranteed and you may get back less than you invested. Past performance is not a guide to future performance.

▶ FPIL's decision shall be final as to the acceptability of any investment into the policy fund.

▶ When investing specific cash amounts, please ensure that the portfolio contains sufficient cash in the same currency as you have instructed to invest. Failure to do so may incur overdraft charges. If there is sufficient money but in a different currency, please instruct a currency conversion (FX). If uncertain, please contact the dealing department through secure message.

▶ FPIL aim to process all correctly authorised dealing instructions within 1 day of receipt. Equity orders are prioritised with the aim of placing on a same day basis. It is recognised that this is not a guaranteed service level, however, as market unpredictability may sometimes result in high business volumes that prevent us being able to meet this turnaround. During such periods all deals are placed within 2 days.

▶ If there are any issues concerning the investment requests, authorisation, or cash balances, then the Dealing team will contact you.

▶ Contract notes detailing the trade will be issued within 2 days of receipt of confirmed trade details.

Disclaimer

Your instruction will be processed on an execution only basis. This shall be effected on the understanding that you have satisfied yourself with the nature and suitability of the investment(s) that FPIL have been instructed to make, and all associated risks.

I, the duly appointed agent of the policyholder, confirm that the policyholder has the opportunity to read the offering documents for the fund to which the dealing instruction in this Dealing Form relates, where the policyholder wishes to do so, and as such the policyholder has information about and accepts the levels of risks associated with this type of investment. I further confirm that the policyholder meets the minimum criteria of a class of investor in a fund of this nature.

Agree

Proceed ▶

Return to Index

02

Portfolio bond dealing instructions

- The next screen displays your general transaction account (GTA) balances and a breakdown of your holdings.
- Any assets that are greyed out cannot be purchased or sold because they are suspended, or not available for online dealing.

Online dealing

1
Notice

2
Instruction

3
Submit

4
Done

Available to invest

| Account number | Account currency | Balance amount | Exchange rate | Valuation balance amount |
|----------------|------------------|----------------|---------------|--------------------------|
| | GBP | 10,403.49 | 1.00 | 10,403.49 |
| | CHF | 0.00 | 1.26 | 0.00 |
| | EUR | 0.00 | 1.11 | 0.00 |
| | USD | 0.00 | 1.31 | 0.00 |

Buy/sell holdings

| Asset code / ISIN code | Description | Unit holding | Latest price | Price date | Asset currency | Asset currency value ⓘ | Exchange rate | Valuation currency value ⓘ (GBP) | Action |
|------------------------|--|--------------|--------------|-------------|----------------|------------------------|---------------|----------------------------------|--|
| 0601016 / GB0006010168 | Baillie Gifford-Managed B NAV Acc (GBP) | 14,312.78 | 10.9200 | 24-Sep-2018 | GBP | 156,295.59 | 1.0000 | 156,295.59 | Buy Sell |
| B285Z72 / JE00B1VS3770 | ETFS Metal Securities-Physical Gold (PHGP) GBP | 525.00 | 87.4300 | 24-Sep-2018 | GBP | 45,900.75 | 1.0000 | 45,900.75 | Buy Sell |
| B5ZX1M7 / GB00B5ZX1M70 | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) | 69,192.18 | 1.4512 | 24-Sep-2018 | GBP | 100,411.69 | 1.0000 | 100,411.69 | Buy Sell |
| B6TK3R0 / GB00B6TK3R06 | Artemis Fund Managers-Monthly Dist I Inc (GBP) | 130,982.91 | 0.7386 | 24-Sep-2018 | GBP | 96,743.98 | 1.0000 | 96,743.98 | Buy Sell |
| B7T1347 / GB00B7T13474 | Maitland Instl Svc (UK) Miton-Caut Monthly Income Acc GBP | 46,885.95 | 1.5430 | 24-Sep-2018 | GBP | 72,345.02 | 1.0000 | 72,345.02 | Buy Sell |

Any assets colour coded in grey cannot be bought or sold through Online Dealing, for further information please send a secure message to the Dealing team.

[Add new deal](#) [Buy/sell FX](#)

Buy an existing asset

- To place a purchase order for an existing asset, select the **Buy** option which will present you with the order screen.
- You can place a buy order as **Cash** or **Units**.

| Buy/sell holdings | | | | | | | | | |
|------------------------|--|--------------|--------------|-------------|----------------|------------------------|---------------|----------------------------------|--|
| Asset code / ISIN code | Description | Unit holding | Latest price | Price date | Asset currency | Asset currency value ⓘ | Exchange rate | Valuation currency value ⓘ (GBP) | Action |
| 0601016 / GB0006010168 | Baillie Gifford-Managed B NAV Acc (GBP) | 14,312.78 | 10.9200 | 24-Sep-2018 | GBP | 156,295.59 | 1.0000 | 156,295.59 | Buy Sell |
| B285Z72 / JE00B1VS3770 | ETFS Metal Securities-Physical Gold (PHGP) GBP | 525.00 | 87.4300 | 24-Sep-2018 | GBP | 45,900.75 | 1.0000 | 45,900.75 | Buy Sell |
| B5ZX1M7 / GB00B5ZX1M70 | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) | 69,192.18 | 1.4512 | 24-Sep-2018 | GBP | 100,411.69 | 1.0000 | 100,411.69 | Buy Sell |

- The **Price Option** allows market orders for funds, and market or limit orders for assets traded through a Stockbroker.
- When you have input the order, click the **Agree** button and then click **Submit**.
- The order will be added to your basket.

Buy holding transaction

| | | | |
|--------------|--------------------------------|--------------------|--|
| Asset code | B5ZX1M7 / GB00B5ZX1M70 | Description | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) |
| Unit holding | 69,192.18 | Valuation currency | GBP |
| Latest price | (GBP) 1.4512 as of 24-Sep-2018 | Valuation value | (GBP) 100,411.69 |
| Asset value | (GBP) 100,411.69 | | |

Order type

Price option

Deal currency

Deal value (Cash/Units)

Disclaimer

I hereby confirm that I have read and agreed with the content of the Important notes.

☒ Agree

[← Back](#)

[Submit →](#)

Sell an existing asset

- To place a sale order for an existing asset, select the **Sell** option which will take you to the order screen.
- The latest unit holding will be shown, along with the latest price and asset value.
- NB. The price quoted is indicative only, and not a guaranteed value.

| Buy/sell holdings | | | | | | | | | |
|---------------------------|---|-----------------|-----------------|---------------------|-------------------|------------------------------|------------------|--|--|
| Asset code / ISIN code | Description | Unit holding | Latest price | Price date | Asset currency | Asset currency value ⓘ | Exchange rate | Valuation currency value ⓘ (GBP) | Action |
| 0601016 / GB0006010168 | Baillie Gifford-Managed B NAV Acc (GBP) | 14,312.78 | 10.9200 | 24- Sep- 2018 | GBP | 156,295.59 | 1.0000 | 156,295.59 | Buy Sell |
| B285Z72 / JE00B1VS3770 | ETFS Metal Securities-Physical Gold (PHGP) GBP | 525.00 | 87.4300 | 24- Sep- 2018 | GBP | 45,900.75 | 1.0000 | 45,900.75 | Buy Sell |

- Sale orders can be instructed as **Cash**, **Units** or **Sell All**.
- The **Price Option** allows market orders for funds, and market or limit orders for assets traded through a Stockbroker.
- The system prevents you from selling over 100% of the holding or cash value of the asset.
- When you have input your sale order, click **Submit** and it will be added to your basket.

Sell holding transaction

| | | | |
|--------------|---------------------------------|--------------------|---|
| Asset code | B285Z72 / JE00B1VS3770 | Description | ETFS Metal Securities-Physical Gold (PHGP) GBP |
| Unit holding | 525.00 | Valuation currency | GBP |
| Latest price | (GBP) 87.4300 as of 24-Sep-2018 | Valuation value | (GBP) 45,900.75 |
| Asset value | (GBP) 45,900.75 | | |

Order type

Price option

Deal currency

Deal value
(Cash/Units) ☐ Sell ALL

[← Back](#)

[Submit →](#)

Buy a new asset

- To buy a new asset not already held within your bond, click **Add new deal** on the **Instruction** screen.

Available to invest

| Account number | Account currency | Balance amount | Exchange rate | Valuation balance amount |
|----------------|------------------|----------------|---------------|--------------------------|
| | GBP | 10,403.49 | 1.00 | 10,403.49 |
| | CHF | 0.00 | 1.26 | 0.00 |
| | EUR | 0.00 | 1.11 | 0.00 |
| | USD | 0.00 | 1.31 | 0.00 |

Buy/sell holdings

| Asset code / ISIN code | Description | Unit holding | Latest price | Price date | Asset currency | Asset currency value ⓘ | Exchange rate | Valuation currency value ⓘ (GBP) | Action |
|------------------------|--|--------------|--------------|-------------|----------------|------------------------|---------------|----------------------------------|------------------------------------|
| 0601016 / GB0006010168 | Baillie Gifford-Managed B NAV Acc (GBP) | 14,312.78 | 10.9200 | 24-Sep-2018 | GBP | 156,295.59 | 1.0000 | 156,295.59 | Buy Sell |
| B285Z72 / JE00B1VS3770 | ETFS Metal Securities-Physical Gold (PHGP) GBP | 525.00 | 87.4300 | 24-Sep-2018 | GBP | 45,900.75 | 1.0000 | 45,900.75 | Buy Sell |
| B5ZX1M7 / GB00B5ZX1M70 | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) | 69,192.18 | 1.4512 | 24-Sep-2018 | GBP | 100,411.69 | 1.0000 | 100,411.69 | Buy Sell |
| B6TK3R0 / GB00B6TK3R06 | Artemis Fund Managers-Monthly Dist I Inc (GBP) | 130,982.91 | 0.7386 | 24-Sep-2018 | GBP | 96,743.98 | 1.0000 | 96,743.98 | Buy Sell |
| B7T1347 / GB00B7T13474 | Maitland Instl Svc (UK) Miton-Caut Monthly Income Acc GBP | 46,885.95 | 1.5430 | 24-Sep-2018 | GBP | 72,345.02 | 1.0000 | 72,345.02 | Buy Sell |

Any assets colour coded in grey cannot be bought or sold through Online Dealing, for further information please send a secure message to the Dealing team.

Add new deal
Buy/sell FX

- Please enter the **Asset code (Sedol)**, or search by the asset name in the **Description** field. Either option will display the assets available on our platform that are acceptable based on your policy contract conditions.
- Check the **Agree** box and then **Submit** which will add the order to your basket.

Buy new holding

Asset code

Description

Search

| Asset code | Description | |
|--|-------------|--|
| Click here to add holdings manually. | | |

< Cancel
Submit >

Buy a new asset (continued)

- If the requested asset can not be found through using the **Asset code** or **Description** search bars, use the **Click here to add holdings manually** option.
- The **Click here to add holdings manually** option is for requesting assets that are new to the FPIL Investments Platform.

Buy new holding

Asset code

Description

Search

Asset code

Description

Click here to add holdings manually.

< Cancel

Submit >

- Complete each of the fields.
- Check the **Agree** box and then **Submit** which will add the order to your basket.
- Any new assets will be reviewed by our Dealing Team. We will contact you if we need any further information or if the asset does not meet our criteria.

Buy new holding

Asset code

Add SEDOL or ISIN

Description

New fund

Order type

Cash

Price option

Market price

Deal currency

GBP

Deal value
(Cash/Units)

10,000.00

Disclaimer

I hereby confirm that I have read and agreed with the content of the Important notes.

Agree

< Back

Submit >

Currency exchanges - instructing a buy/sell FX

- To buy currency within your GTA, click **Buy/Sell FX** on the **Instruction** screen.

| Available to invest | | | | | | | | | |
|---------------------|------------------|----------------|---------------|--------------------------|--|--|--|--|--|
| Account number | Account currency | Balance amount | Exchange rate | Valuation balance amount | | | | | |
| ██████████ | GBP | 10,403.49 | 1.00 | 10,403.49 | | | | | |
| ██████████ | CHF | 0.00 | 1.26 | 0.00 | | | | | |
| ██████████ | EUR | 0.00 | 1.11 | 0.00 | | | | | |
| ██████████ | USD | 0.00 | 1.31 | 0.00 | | | | | |

| Buy/sell holdings | | | | | | | | | |
|------------------------|--|--------------|--------------|-------------|----------------|------------------------|---------------|----------------------------------|------------------------------------|
| Asset code / ISIN code | Description | Unit holding | Latest price | Price date | Asset currency | Asset currency value ⓘ | Exchange rate | Valuation currency value ⓘ (GBP) | Action |
| 0601016 / GB0006010168 | Baillie Gifford-Managed B NAV Acc (GBP) | 14,312.78 | 10.9200 | 24-Sep-2018 | GBP | 156,295.59 | 1.0000 | 156,295.59 | Buy Sell |
| B285Z72 / JE00B1VS3770 | ETFS Metal Securities-Physical Gold (PHGP) GBP | 525.00 | 87.4300 | 24-Sep-2018 | GBP | 45,900.75 | 1.0000 | 45,900.75 | Buy Sell |
| B5ZX1M7 / GB00B5ZX1M70 | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) | 69,192.18 | 1.4512 | 24-Sep-2018 | GBP | 100,411.69 | 1.0000 | 100,411.69 | Buy Sell |
| B6TK3R0 / GB00B6TK3R06 | Artemis Fund Managers-Monthly Dist I Inc (GBP) | 130,982.91 | 0.7386 | 24-Sep-2018 | GBP | 96,743.98 | 1.0000 | 96,743.98 | Buy Sell |
| B7T1347 / GB00B7T13474 | Maitland Instl Svc (UK) Miton-Caut Monthly Income Acc GBP | 46,885.95 | 1.5430 | 24-Sep-2018 | GBP | 72,345.02 | 1.0000 | 72,345.02 | Buy Sell |

Any assets colour coded in grey cannot be bought or sold through Online Dealing, for further information please send a secure message to the Dealing team.

Add new deal Buy/sell FX



Instructing a buy FX

- Select the transaction type to **Buy**; use the drop down menus to choose the relevant currency codes and add the cash amount.
- Click **Submit** and your FX orders will be added to your basket.

| Buy/sell FX | | | |
|--|---|----------------------|-----------------------|
| Transaction | <input checked="" type="radio"/> Buy <input type="radio"/> Sell | | |
| Currency | <div>USD ▾</div> | <div>10,000.00</div> | from <div>GBP ▾</div> |
| <div>◀ Back Submit ▶</div> | | | |

Instructing a sell FX

- To sell currency from your GTA, click **Buy/Sell FX** on the **Instruction** screen. If you are exchanging one currency for another, the order menu will display your available GTA balance (which cannot be exceeded).
- Select **Submit** and your FX order will be added to your basket.

Buy/sell FX

Transaction

☐ Buy ☒ Sell

Currency

GBP

10,403.49

to

GBP

Available balance: (GBP) 10,403.49

< Back

Submit >

Instruction menu

- If you have submitted a deal and wish to add further trades or currency conversion you will need to select **Add new instruction** or **Buy/sell FX**. Do not select **Back** unless you wish to clear the basket and return to the **Notice** screen.
- If you have any special terms in place with the Fund House - or need to send information to the Dealing Team - please use the comments field.
- You are able to edit or delete deals and FX transactions, and add comments for the FPI Dealing Team or fund managers.
- When you are satisfied with the deals and ready to checkout, click on **Proceed**.

Online dealing



1
Notice

2
Instruction

3
Submit

4
Done

Dealing instructions

| No | Action | Asset code / ISIN code | Asset description | Asset currency | Latest price | Order type | Deal currency | Deal value | Limit price | |
|----|--------|------------------------|--|----------------|--------------|------------|---------------|------------|-------------|---|
| 1 | Buy | B5ZX1M7 / GB00B5ZX1M70 | Artemis Fund Mgrs Global Inc-Units Institutional Acc (GBP) | GBP | 1.4512 | Cash | GBP | 10,000.00 | -- |   |

Add new instruction

Buy/sell FX

Comments

Before completing your instruction you can delete or edit the deals

< Back

Proceed >

Completing your online deals

- Please note if you are an adviser and require authority to deal from the policyholder, or if you have submitted an instruction which includes non-retail investments, you will need to refer to the section 'Policyholder approval' for appropriate next steps.
- Please review the important wording and click **Accept**.
- Select **Submit** to complete your online dealing instruction.

Thank you for your instruction, please review and confirm your selected investments.

Once you have submitted your instruction it will enter a queueing system to be processed by our Dealing Department. We aim to process all correctly authorised dealing instructions within 1 day of receipt. Equity orders are prioritised with the aim of placing on a same day basis. This is not a guaranteed service level, however, as market unpredictability may sometimes result in high business volumes that prevent us being able to meet this turnaround. During such periods all deals are placed within 2 days.

Please note that for any non-retail investments or for any instructions you have submitted where you are not the appointed investment adviser policyholder approval will be required. The submitted instruction will be routed to the policyholder's Portal 'Transaction Status' menu for authorisation - the entire instruction will not be processed until the policyholder has logged into their Portal account to agree to the declarations and approve the instruction. The dealing instruction will expire after 7 calendar days if no action is taken by the policyholder. You can review the status of the instruction at any time in the 'Transaction Status' menu within your Portal account.

Your instruction will be processed on an execution only basis. This shall be effected on the understanding that you have satisfied yourself with the nature and suitability of the investment(s) that FPIL have been instructed to make, and all associated risks.

If there are any issues concerning the investment requests, authorisation, or cash balances, then the Dealing team will contact you.

FPIL contract notes will be issued within 2 days of receipt of confirmed trade details.

 **Accept**

- You have now completed your transaction and the following message will be displayed:

We will contact you within 2 working days if we need any additional information.



A record of this request can be found in the transaction status page or the outbox of your mailbox.

- Your dealing instruction will be saved to your **Secure Mailbox Outbox** folder.
- The FPI Dealing Team will process your instructions and contact you if there are any issues.

Mailbox

You can now contact us through the Secure Mailbox giving you a single point for your portfolio related emails. As you are already logged in securely to your online account, you can send confidential information, as well as attaching documents without having to worry about the dangers of sending through a standard email account.

Your secure mailbox will hold up to 500 emails (Inbox and Outbox) and will hold emails for up to 90 days. You may wish, therefore, to save your messages on your local computer.

| Inbox | | Outbox | | Compose | |
|---------|--------------------------|----------------------------|-------------------------|---|-------------|
| To | ALL | Date sent | 1 Jun 2019 | to | 30 Aug 2019 |
| Subject | | Request type | ALL |   | |
| No | To | Subject | Sent | Request type | |
| 1 | IOM/ROW Customer Service | Online Dealing Instruction | 30 Aug 2019 10:42:39 AM | Online Dealing | |
| 2 | IOM/ROW Customer Service | Online Dealing Instruction | 30 Jul 2019 01:33:39 AM | Online Dealing | |
| 3 | IOM/ROW Customer Service | Online Dealing Instruction | 30 Jul 2019 01:20:58 AM | Online Dealing | |

- You have now successfully submitted your online dealing instruction.
- Contract notes will be issued within 2 days of receipt of confirmed trade details and your valuation will reflect any changes to your portfolio.

Policyholder approval process

- If you are an adviser and require authority to deal from the policyholder, or if you have submitted an instruction which includes non-retail investments, you will be prompted with the below important notice.

Thank you for your instruction, please review and confirm your selected investments.

Once you have submitted your instruction it will enter a queueing system to be processed by our Dealing Department. We aim to process all correctly authorised dealing instructions within 1 day of receipt. Equity orders are prioritised with the aim of placing on a same day basis. This is not a guaranteed service level, however, as market unpredictability may sometimes result in high business volumes that prevent us being able to meet this turnaround. During such periods all deals are placed within 2 days.

Please note that for any non-retail investments or for any instructions you have submitted where you are not the appointed investment adviser policyholder approval will be required. The submitted instruction will be routed to the policyholder's Portal 'Transaction Status' menu for authorisation - the entire instruction will not be processed until the policyholder has logged into their Portal account to agree to the declarations and approve the instruction. The dealing instruction will expire after 7 calendar days if no action is taken by the policyholder. You can review the status of the instruction at any time in the 'Transaction Status' menu within your Portal account.

Your instruction will be processed on an execution only basis. This shall be effected on the understanding that you have satisfied yourself with the nature and suitability of the investment(s) that FPIL have been instructed to make, and all associated risks.

If there are any issues concerning the investment requests, authorisation, or cash balances, then the Dealing team will contact you.

FPIL contract notes will be issued within 2 days of receipt of confirmed trade details.

 Accept

- Ensure that you have read and understood the disclaimer; tick the **Accept** box and click **Submit**.
- The instruction will be sent to the policyholder's Portal account to the **Transaction Status** menu for review and approval.
- You can track the status of the dealing instruction which has been sent to the client's Portal account by reviewing the **Transaction Screen** found on your Portal dashboard.
- If your client has not registered their Portal account then the below message will be displayed:

Policies Clients Premium history Holdings GTA accounts Provisional deals Follow ups Valuation report **Portfolio bond dealing**

Online dealing

You do not have the necessary level of authority to proceed with these transactions.
Please download an offline instruction form [here](#).
If you wish to be appointed as adviser with authorisation to place instructions, then please complete this [form](#).

Policyholder approval - starting the process

- The policyholder will receive an email notification with the subject line 'Friends Provident International Bond Dealing Instruction Approval Request' in which they are instructed to log in to Portal to review the instruction through the **Transaction Status** menu.
- Enter the **Transaction Status** menu and select **Bond Dealing Instruction**. Using the e-reference number provided in the email, identify and click into the instruction.
- If no action is taken after 7 days then the pending instruction will expire and the adviser will be notified by email.

Transaction Status (Bond dealing)

Status Enquiry

Transaction details

| | | | |
|---------------|---------------------------|--------------------|----------------------------------|
| Plan name | Managed Portfolio Account | Create date & time | 03 Sep 2019 06:20:41 PM |
| Policy number | | E-reference number | 994935564-20190903-1567506041548 |
| Client name | | Status | Pending Approval |

Dealing instructions

| No | Action | Asset code/ISIN code | Asset description | Asset currency | Latest price | Order type | Deal currency | Deal value | Limit price | Approval |
|----|--------|----------------------|--|----------------|--------------|------------|---------------|------------|-------------|----------|
| 1 | New | 3087787 / N.A. | JP Morgan Asset Mgmt UK Ltd Gbl Unconstrained EQ A (GBP) | GBP | 14.28 | Cash | GBP | 10,000.00 | -- | --- |

Comments

--

< Back

Transaction log

| Date time | Action | User | Status |
|-------------------------|---------|-----------------|------------------|
| 03 Sep 2019 06:20:41 PM | Created | Uatadv3 Uatadv3 | Pending Approval |

Policyholder approval - completing the process

- Upon review, the policyholder is able to approve or reject the instruction.
- For non-retail assets, the policyholder must also read and **Agree** to the disclaimer pop-up for each pending deal.
- Complete the process by selecting **Approve**.

Status Enquiry

Transaction details

| | | | |
|---------------|---------------------------|--------------------|----------------------------------|
| Plan name | Managed Portfolio Account | Create date & time | 03 Sep 2019 06:20:41 PM |
| Policy number | | E-reference number | 994935564-20190903-1567506041548 |
| Client name | | Status | Pending Approval |

Dealing instructions

| No | Action | Asset code/ISIN code | Asset description | Asset currency | Latest price | Order type | Deal currency | Deal value | Limit price | Approval |
|----|--------|----------------------|--|----------------|--------------|------------|---------------|------------|-------------|-------------------------------------|
| 1 | New | 3087787 / N.A. | JP Morgan Asset Mgmt UK Ltd Gbl Unconstrained EQ A (GBP) | GBP | 14.28 | Cash | GBP | 10,000.00 | -- | <input checked="" type="checkbox"/> |

Comments

--

[< Back](#) [Reject ✕](#) [Approve ✓](#)

- Next **Confirm** that Friends Provident International can proceed with placing the deals.
- The policyholder and the adviser will receive a notification email confirming the submission of the instruction.

Confirmation and disclaimer

Approve transaction

☒ I confirm that I have reviewed and understood this transaction, including having read and understood all relevant documents relating to the funds selected.
I request and authorise Friends Provident International to process this transaction as submitted.

[< Back](#) [Confirm >](#)

Policyholder approval - rejected or expired dealing instructions

- In the case of expired dealing instructions, the adviser will receive an email with the subject line 'Bond Dealing Instruction Expired'.
- For rejected instructions, the policyholder must provide a reason for the rejection before confirming.
- The adviser will be notified of the policyholder's decision via email and can review the rejected instruction through Portal.
- All instructions will be shown in the **Transaction Status** menu and a full audit trail will be displayed.

My dashboard

Transaction Status

Search portfolio

Commission

Illustrations

Document center

Personal details

Security

Transaction Status (Bond dealing)

Status Enquiry

Transaction details

Plan name

Managed Portfolio Account

Create date & time

03 Sep 2019 07:24:13 PM

Policy number

E-reference number

789279016-20190903-1567509853529

Client name

Status

Rejected

Reason

--

Dealing instructions

| No | Action | Asset code/ISIN code | Asset description | Asset currency | Latest price | Order type | Deal currency | Deal value | Limit price | Approval |
|----|--------|----------------------|--|----------------|--------------|------------|---------------|------------|-------------|----------|
| 1 | New | 3087787 / N.A. | JP Morgan Asset Mgmt UK Ltd Gbl Unconstrained EQ A (GBP) | GBP | 14.28 | Cash | GBP | 5,000.00 | -- | ✖ |

Comments

--

Back

Transaction log

| Date time | Action | User | Status |
|-------------------------|----------|-----------------|------------------|
| 03 Sep 2019 07:25:27 PM | Rejected | Uatuser6 Wiffen | Rejected |
| 03 Sep 2019 07:24:13 PM | Created | Uatadv3 Uatadv3 | Pending Approval |

If you have any questions, please contact the FPI dealing team on the details below:

Email: dealing@fpiom.com

Telephone number: +44 1624 821026

This document is for information only. It does not constitute advice or an offer to provide any product or service by Friends Provident International.

Please seek professional advice, taking into account your personal circumstances, before making investment decisions. We cannot accept liability for loss of any kind incurred as a result of reliance on the information or opinions provided in this document.

We do not condone tax evasion and our products and services may not be used for evading your tax liabilities.

Friends Provident International Limited: Registered and Head Office: Royal Court, Castletown, Isle of Man, British Isles, IM9 1RA. Isle of Man incorporated company number 11494C. Authorised and regulated by the Isle of Man Financial Services Authority. Provider of life assurance and investment products. Singapore branch: 182 Cecil Street, Level 17 Frasers Tower, Singapore 069547. Registered in Singapore No. T06FC6835J. Licensed by the Monetary Authority of Singapore to conduct life insurance business in Singapore. Member of the Life Insurance Association of Singapore. Member of the Singapore Financial Dispute Resolution Scheme. Hong Kong branch: 803, 8/F., One Kowloon, No.1 Wang Yuen Street, Kowloon Bay, Hong Kong. Authorised by the Insurance Authority of Hong Kong to conduct long-term insurance business in Hong Kong. Dubai branch: PO Box 215113, Emaar Square, Building 6, Floor 5, Dubai, United Arab Emirates. Registered in the United Arab Emirates (UAE) with the Central Bank of the UAE as an insurance company. Registration date, 18 April 2007 (Registration No. 76). Registered with the Ministry of Economy as a foreign company to conduct life assurance and funds accumulation operations (Registration No. 2013). Friends Provident International is a registered trademark and trading name of Friends Provident International Limited.