

# Scanned documentation

To alleviate the issues created by the Covid-19 pandemic and potential delays to the mail service, and until further notice, we're accepting scanned copies of most documents, provided they have been correctly completed and contain a clear client signature.

Scanned documents must be attached to Jira as this will provide us with a full audit trail and timeline of events and is the most secure method of electronic delivery. **Please don't send us any documents by email.**

## Acceptable formats for scanning

Order of preference	Method	Acceptable formats for scanning
1	Scanned documents (scanner)	Scanned using a flatbed scanner/all in one printer
2	Scanned documents (scanning app)	Scanned using a dedicated smartphone/tablet scanner app. There are a number of these available in the app stores. The advantage of using an app like this is that it makes it easy to create a single pdf of documents with multiple sides.
3	Photos taken with smartphone/tablet	<p>Photos must be visible and be free from glare. Please ensure all four corners of the page are contained in the photo.</p> <p>Photos should be placed in a word document and the file saved as the name of the document, ie. Declaration.</p> <p>For documents with multiple sides, please take a photo of each side and place the photos in the correct order in the word document.</p>

Following this guidance will make it easier to process client instructions more quickly and more effectively.

Our analysis suggests that a large proportion of photographed documents have insufficient image quality to enable them to be processed. Please reduce the likelihood of these being returned by ensuring that every document is fully legible.

All forms should be completed in full. Please take extra care as it's critical to reduce errors at this time to ensure the smooth processing of business. You can find various user guides in the platform library to assist with completing documents.

## Documents acceptable for scanning

Document	Document number	Number of pages	Scanned document acceptable?
Ad hoc fee form	0160	1	Yes
AML (individual)	0016	1	Yes
AML (corporate and other non-personal entity)	0017	1	Yes
APS declaration	0270	2	Yes
APS transfer authority form	0358	2	Yes
Birth certificate	n/a		Yes
Change to annual advice fee	0410	1	Yes
Change to client bank details	0136	1	Yes
Client fee authority on top ups and regulars	0204	1	Yes
Change of registered contact (Jisa)	0316	2	Yes
Death certificate	n/a		No
Death claim declaration	0119	2	No
Declaration (individual new client)	0024	4	Yes
Declaration (Corporate & Trusts)	0027	4	Yes
Declaration Jisa (registered contact)	0314	3	Yes
Deed poll change of name	n/a		Yes
DFM client authority	0494	2	Yes
Direct debit mandates	various	1	Yes
Divorce certificate	n/a		Yes
Grant of probate	n/a		No
Inter account transfer - client authority	0212	1	Yes
Isa declaration (existing clients)	0145	2	Yes
Isa transfer	0020	1	Yes
Jisa transfer	0315	1	Yes
Marriage certificate	n/a		Yes
Medical forms (to support ill health requests)	n/a		Yes
Nomination of death benefit	0110	2	Yes
Nomination of death benefit (APP)	0119	2	Yes
Offshore bond application	0235	23	Yes
Offshore bond top up form	0071	10	Yes
Offshore bond withdrawal / surrender request	0068	4	Yes
Onshore bond application	0156	7	Yes

## Documents acceptable for scanning

Document	Document number	Number of pages	Scanned document acceptable?
Onshore bond deed of assignment	0123	3	No
Onshore bond top up form	0213	3	Yes
Onshore bond notification of lost policy schedule	0250	2	Yes
Onshore bond withdrawal/income request	0114	2	Yes
Pension discharge money out	0041	3	Yes
Pension drawdown form	0028	3	Yes
Pension sharing order	n/a		Yes
Pension transfer	0021	2	Yes
Power of Attorney	n/a		Yes
Reregistration authority	n/a	2	Yes
Trust deeds	n/a		Yes
Will	n/a		Yes
Withdrawal form (General, General gross and Isa)	0023	1	Yes