Fact Sheet - Secure portal FAQs

Fact Sheet | November 2009

This factsheet is intended for information purposes only. Its contents are not to be used as legal, financial or tax advice.

Our secure portal allows immediate access to the details of your client's SIPP enabling you to make informed, up to date decisions.

Access is completely free and can be obtained by contacting our web support team on 0870 414 7000, or emailing web.support@suffolklife.co.uk

Can I see how my client's SIPP is performing online?

Our secure portal allows you to log on and view a range of information including: your client's details; bank balances; fund valuations and performance.

Can only FSA Registered Individuals (RIs) gain access?

In the first instance, the Terms & Conditions for access need to be submitted by either an RI or authorised signatory for an FSA authorised firm. After this, access can be granted to any person who may require it (provided the RI/authorised signatory provides their authority for access).

Can my client gain access?

They will not automatically have access to their SIPPs' details through the portal, however, if an investor would like to have online access, then read-only access is available.

What are the benefits of using the secure portal to create illustrations?

Both our website and the secure portal link to our online quotation suite, the 'Illustration Wizard', which provides illustrations for virtually any stage of your client's retirement. The illustration is emailed to you within 5 minutes, providing custom information at your fingertips.

The benefit of using the secure portal to create these illustrations is that they are pre-populated with your client's details and stored online, meaning you can recall and edit previous illustrations for specific clients.

Can I get up to date information on transfers and contributions?

Yes. By logging in to our secure portal you are able to see evidence of any transfers in and contributions to the plan.

Does the portal show transaction histories?

The portal does not currently have a comprehensive transaction history for SIPP assets. This has been identified as a development to be pursued in the near future.

How often is the cash balance of the main SIPP bank account valued online?

The figure given on the secure portal is the unreconciled balance on our records as at the last business day. Following a daily report of the previous day's transactions from Bank of Scotland, we endeavour to update all SIPP main bank accounts within 1 business day. Alternative accounts may take a little longer; please contact your normal adviser team for details.

Why is the cash valuation date in the past?

The valuation date shown is the last working day on which the account was last fully reconciled following a transaction on the account.

How long will it take to move cash electronically to Investment Managers?

This function is available for Cofunds money movements; we plan to introduce it to all 'e-investment affiliates' in the near future.

Provided that you have already established a Cofunds account for your client, normally any requests made before 13:00 each working day will be processed, making funds available to invest directly on the Cofunds platform by 09:00 the following working day.

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