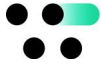


Your guide to the deceased clients process

For adviser use only

We've rebranded from Novia to Wealthtime. You'll notice that some of our products and services have kept the Novia name. So don't worry if you see both Wealthtime and Novia names in our documents. Wealthtime is a trading name of Novia Financial plc.



The way we deal with a deceased case depends on the wrapper type. However, it usually starts with us being notified of the client's death, by phone, post or email.



Contact us by phone:
0345 680 8000



Contact us by email:
CSBereavements@wealthtime.com



Contact us by post:
Wealthtime Client Services,
PO Box 4328, Bath, BA1 0LR

Once the death certificate is received, we:

- Update the name of the client to 'The Late...'
- Update the postal address to make sure no further documents are sent out to the client's home address
- Amend the mailing preference, where required, so that no further emails are issued
- De-link the client from any model portfolios
- Cancel any regular withdrawals and direct debits
- Stop any further withdrawals or contributions on the account and cease trading

What we require according to wrapper type

Individual Savings Account (ISA)

The documents we'll need are:

- Original death certificate
- Original Grant of Probate (GOP)
 - If under £35,000 - A certified copy of the last valid Will AND completion of the Small Estates form (which we send out) signed by the named Executors on the Will
- Executor Payment Instruction (EPI) Form – signed by all Executors listed on GOP
 - Certified ID for all Executors such as driving licence or passport (please contact us for a full list of documents that can be accepted)
 - Bank verification for the bank account if funds are being moved off the platform
- Additional Permitted Subscription (APS) form if the money is to be transferred to another ISA in the name of the surviving spouse. Please note all original documents will be returned via recorded delivery.



General Investment Account (GIA)

The documents we'll need are:

- Original death certificate
- Original Grant of Probate (GOP)
- Executor Payment Instruction (EPI) Form – signed by all Executors listed on GOP.
- Certified ID for all Executors, such as driving licence or passport (please contact us for a full list of documents that can be accepted)
- Bank verification for the bank account if funds are being moved off the platform
- Details of the receiving wrapper if the funds are being transferred internally to another wrapper, will need to be input on the EPI form (This can be moved as both a cash transfer, or in-specie)

Please note all original documents will be returned via recorded delivery.

Joint GIA

The documents we'll need are:

- Original death certificate
- Bank verification and withdrawal instruction for the surviving investor if we are making a payment directly to them OR
- Instruction to pay into the surviving spouse's single GIA account on the Wealthtime platform (This can be moved as both a cash transfer, or in-specie)

We would require a single GIA account to be submitted or a top up to be submitted if this is being transferred as cash.

Please note all original documents will be returned via recorded delivery.



Self Invested Personal Pension (SIPP)

The documents we'll need are:

- Original death certificate
- We may ask for a copy of the last valid Will if required for additional information

Please note all original documents will be returned via recorded delivery.

Death benefits from a SIPP are distributed at the discretion of the SIPP Trustees (which is Wealthtime). We investigate each case depending on how much information we have to hand; this also dictates how long the review could take.

We are not able to disclose information about an ongoing review.

Once a decision has been made, we will write to the beneficiaries, and they will decide how they would like to take the benefits. This is in the form of one of three options:

- Lump sum payment to a bank account
- As a drawdown pension
- As an annuity – Wealthtime does not offer annuities so you would need to transfer to another platform.

Wealthtime will only sell down the accounts to cash when we receive an instruction from the beneficiaries.

In the interests of protecting client confidentiality if you are not going to be the appointed financial adviser of the beneficiary of the pension, we are sorry but we are unable to discuss the deceased client's pension with you.

Any questions?

If you have any questions, please email our dedicated bereavement team at CSBereavements@wealthtime.com or call us on 0345 680 8000.

For adviser use only.

If you require this document in an alternative format please contact us.

Wealthtime is a trading name of Novia Financial plc. Novia Financial plc is a private limited company registered in England and Wales. No. 06467886. Registered office: Cambridge House, Henry St, Bath, BA1 1JS. Novia Financial plc is authorised and regulated by the Financial Conduct Authority. FCA Number 481600.