Client Onboarding FAQs

Frequently Asked Questions

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1. General

1.1 What is the Client Onboarding application?

This is a pair of new online portals, one for firms and one for their clients, that allow for a digital client onboarding experience. Prospective clients can submit their own information online to provide important context as early as possible in the advice lifecycle.

1.2 When should I use this application?

The intended time to use these tools is at the start of the advice process, after the first introduction of the prospective client but before any Enable client records have been created, or a fact find process has occurred.

1.3 Am I required to use this for all my clients?

The use of this new application is entirely optional, and it can be used on as many or as few cases as you deem appropriate.

1.4 How do I access the new application?

The adviser side of the new client onboarding application is accessed via your existing login credentials, from the Benchmark Suite dashboard.

1.5 Is there anything my firm needs to do before using this application?

Yes, in order to present your own privacy policy as part of the GDPR statement presented during a client’s first login, your firm needs to add the URL that points to this page/document in the “Privacy Policy URL” field of your firm admin page in Enable.

2. Managing Your Prospects

2.1 How does a prospect access their part of the onboarding process?

By creating a new prospect in the adviser side of the client onboarding application, with a name and email address, your clients will be invited by email to register on their separate client area. This area contains all steps necessary for your prospect to provide and submit their information to you.

2.2 What email address does an invitation email come from?

All client onboarding related emails come from noreply@wealthplatform.com.

2.3 Can this invitation email be customised?

This is a standard email sent by the system, branded as Wealth Platform, and cannot currently be customised.

2.3 Does the link provided in the invitation email expire?

The link provided in the invitation email will expire 7 days after it was issued. Should the link within the email expire before being used then this can be resent from the client's details page by you or can be reissued by our Support team.

2.4 Who can create new prospects?

An adviser from Enable can create prospects for themselves and a paraplanner can create prospects for any advisers that they support.

2.5 What happens to the information entered during the onboarding process?

When a prospect finishes their side of the client onboarding process then a new client is created in Enable (and partner, if relevant). All the information entered by the prospect is then added to those profiles and a summary document stored in the client scans.

2.6 What happens to the adviser notes I add to a prospect?

Any notes are added to the client's profile in Enable when the onboarding journey is completed, as well as recorded in the summary document added to the client's scans.

2.7 Can I complete a full KYC/AML check through this process?

Currently the client onboarding process collects and verifies the document supplied by the prospective client and does not run any extended checks using the captured details. An additional process would need to be completed to perform a full suite of address/sanction/PEP compliance checks.

3. The Prospect Journey

3.1 Does my prospect need to sign a GDPR declaration?

Yes, on the first sign-in page of the client onboarding process agreement to our terms and conditions are collected as well as a GDPR notice, that references your own firm's wider privacy policy. The date and time of agreement are recorded for later reference.

3.2 What sort of information can be entered?

Once invited to complete the client onboarding process, a prospect can provide a wide range of personal, financial, and contextual information about their current circumstances and needs. These include but are not limited to:

- Their own and their partner's personal details
- Assets and liability information
- Income and expenditure information
- A customisable list of goals
- An electronically submitted and verified copy of their passport or driving licence

3.3 How do I track the progress of my prospect?

The status of your prospect's onboarding journey is displayed in the Adviser Portal's dashboard and will be updated when they start or complete their journey. There is not currently a system to separately notify you that a client has updated their information.

3.4 Can a prospect be onboarded with their partner?

A prospect can complete the onboarding journey with a partner, entering personal details and financial circumstances on their behalf. However, client and partner should each complete the Identity Verification section for themselves.

3.5 Does a prospect have to complete all activities?

A prospect does not need to enter all information before completing the final step of submitting their details. Any information not entered by the prospect will need to be confirmed separately.

3.6 Can I enter information on behalf of my prospect?

Currently, you can only enter specific details about your prospect at the point of creating them. We are looking to expand this to include the adviser being able to view and edit the same information that the prospect can add via their journey.

4. Other

4.1 Are a client’s onboarding credentials the same for Wealth Platform?

No, currently any credentials used for the purpose of onboarding are separate to those created when registering for Wealth Platform. A project to combine all client login credentials into a single login is currently being worked on.

4.2 Is there a user guide/walkthrough for the prospect journey?

A full guide to both the adviser and prospect journeys will be made available prior to the launch as part of our email announcement.

4.3 What should I do if I encounter a problem?

Any technical issues should be reported to our Support team by submitting a ticket through Enable, or by emailing support@ctsuite.com.

4.4 What should I do if I want to provide feedback?

Any feedback or suggestions should be provided to your Service Delivery Manager, who will then pass this on to the relevant team.

4.5 Where can I find out more information?

If you have any queries about the new processes, or how you can use them, then please reach out to your Service Delivery Manager.