



# FPI Portal Online Dealing User Guide

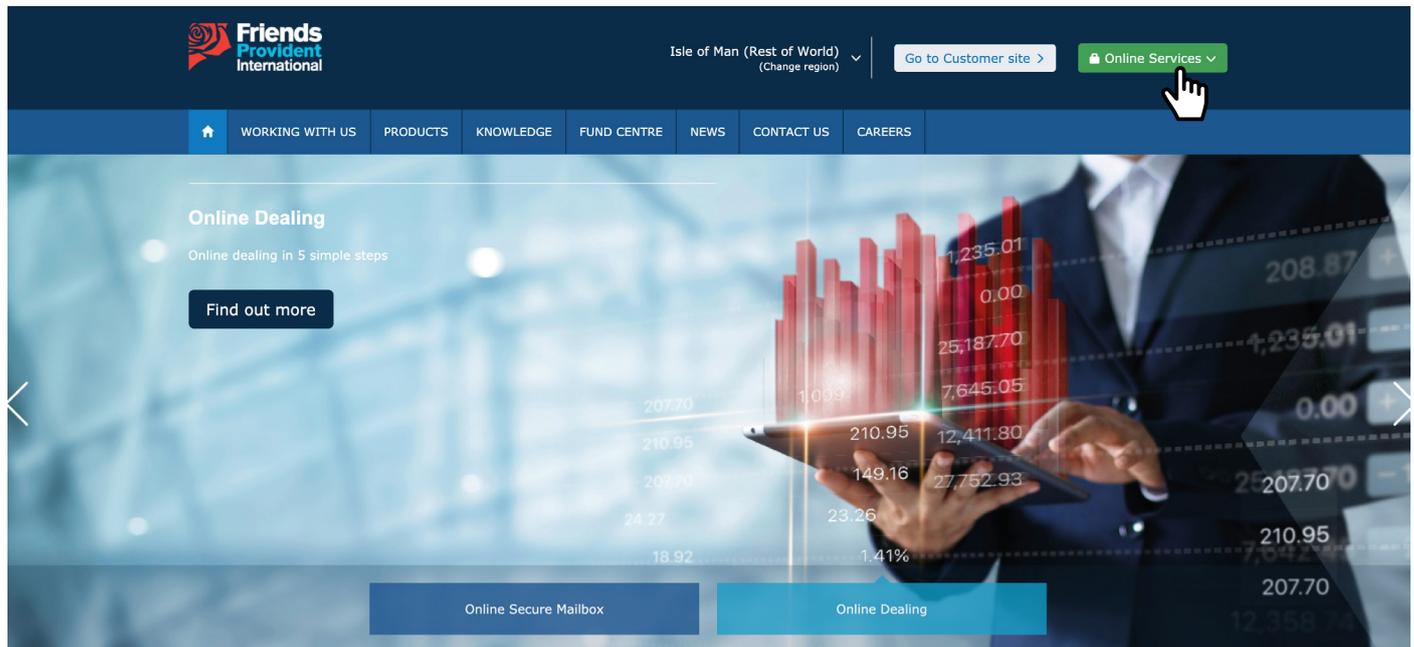
Welcome to our FPI Portal User Guide to online dealing.

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.

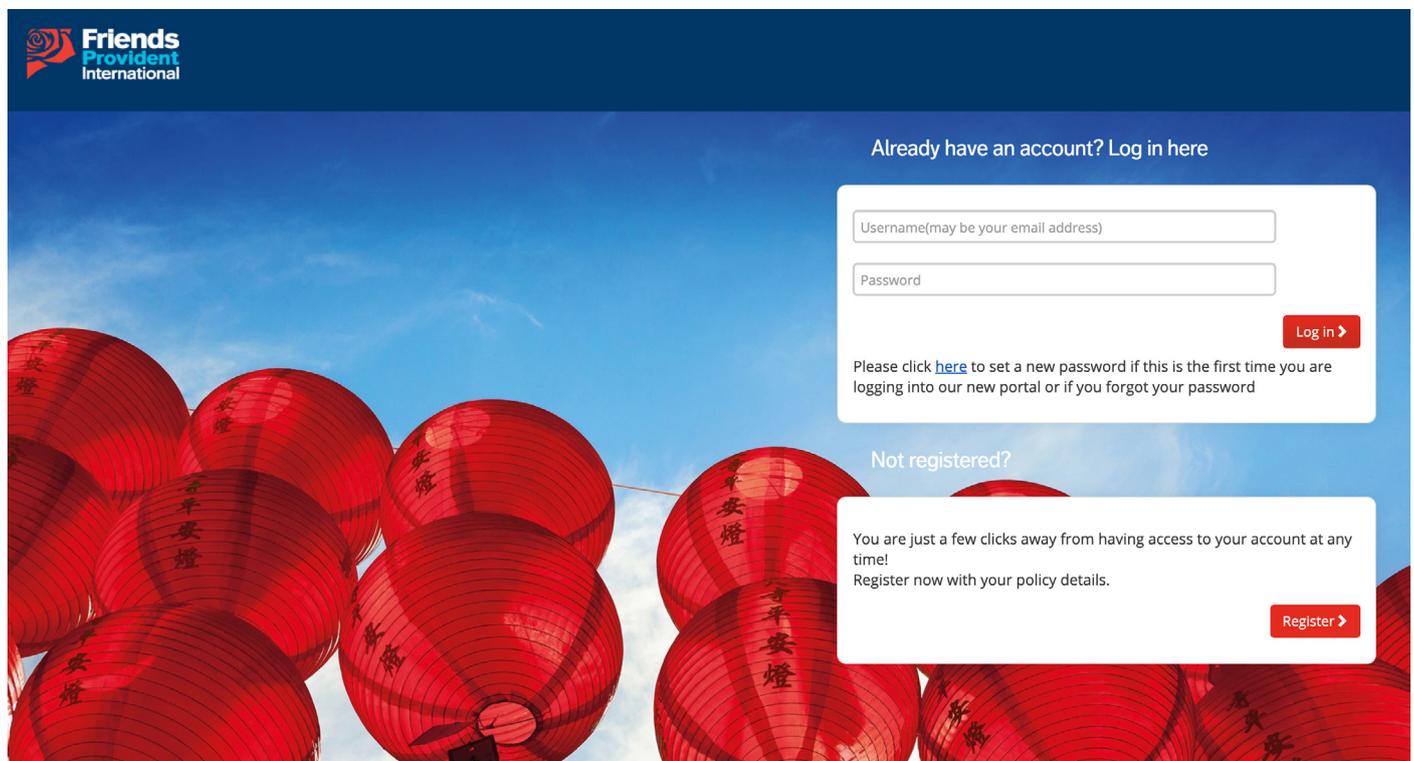
Index	Page
Log in or register	01
Portfolio bond dealing notice	02
Portfolio bond dealing instructions	03
• Buy an existing asset	04
• Sell an existing asset	05
• Buy a new asset	06-07
Currency exchanges	08-09
• Instructing a buy FX	08
• Instructing a sell FX	09
Instruction menu	10
Completing your online 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.fpinternational.com](http://www.fpinternational.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.

The screenshot shows the 'Policy details' page in the Friends Provident International online dealing portal. The page is divided into several sections:

- Plan summary:** 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, Address, Phone number, and Email address fields.
- Navigation tabs:** Policies, Clients, Premium history, Holdings, GTA accounts, Provisional deals, Follow ups, Valuation report, Gain/Loss report, and **Portfolio bond dealing** (highlighted).
- Online dealing progress bar:** 1 Notice (active), 2 Instruction, 3 Submit, 4 Done.
- Notice text:** "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.

The screenshot shows the 'Online dealing' section of the portal, specifically the 'Notice' step. The progress bar shows '1 Notice' as the active step, followed by '2 Instruction', '3 Submit', and '4 Done'. The main content area contains a detailed notice and a disclaimer:

**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**

# 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	<a href="#">Buy</a> <a href="#">Sell</a>
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	<a href="#">Buy</a> <a href="#">Sell</a>
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	<a href="#">Buy</a> <a href="#">Sell</a>

- 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	<a href="#">Buy</a> <a href="#">Sell</a>
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	<a href="#">Buy</a> <a href="#">Sell</a>

- 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	<input type="text"/>	Description	<input type="text"/>	<input type="button" value="Search"/>
Asset code		Description		
<a href="#">Click here</a> to add holdings manually.				
				<input type="button" value="Cancel"/> <input type="button" value="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

Asset code	Description	
<a href="#">Click here to add holdings manually.</a>		

- 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  Description

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.

## 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	<input type="button" value="Buy"/> <input type="button" value="Sell"/>
B285Z72 / JE00B1V53770	ETFS Metal Securities-Physical Gold (PHGP) GBP	525.00	87.4300	24-Sep-2018	GBP	45,900.75	1.0000	45,900.75	<input type="button" value="Buy"/> <input type="button" value="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	<input type="button" value="Buy"/> <input type="button" value="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	<input type="button" value="Buy"/> <input type="button" value="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	<input type="button" value="Buy"/> <input type="button" value="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.



## 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	<input type="text" value="USD"/>	<input type="text" value="10,000.00"/>
	from	<input type="text" value="GBP"/>

## 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   to

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:  Date sent: 1 Jun 2019 to 30 Aug 2019

Subject:  Request type: ALL [Clear](#) [Search](#)

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	[REDACTED]	E-reference number	994935564-20190903-1567506041548
Client name	[REDACTED]	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	[REDACTED]	E-reference number	994935564-20190903-1567506041548
Client name	[REDACTED]	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	[REDACTED]	E-reference number	789279016-20190903-1567509853529
Client name	[REDACTED]	Status	Rejected
		Reason	--

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](mailto:dealing@fpiom.com)

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