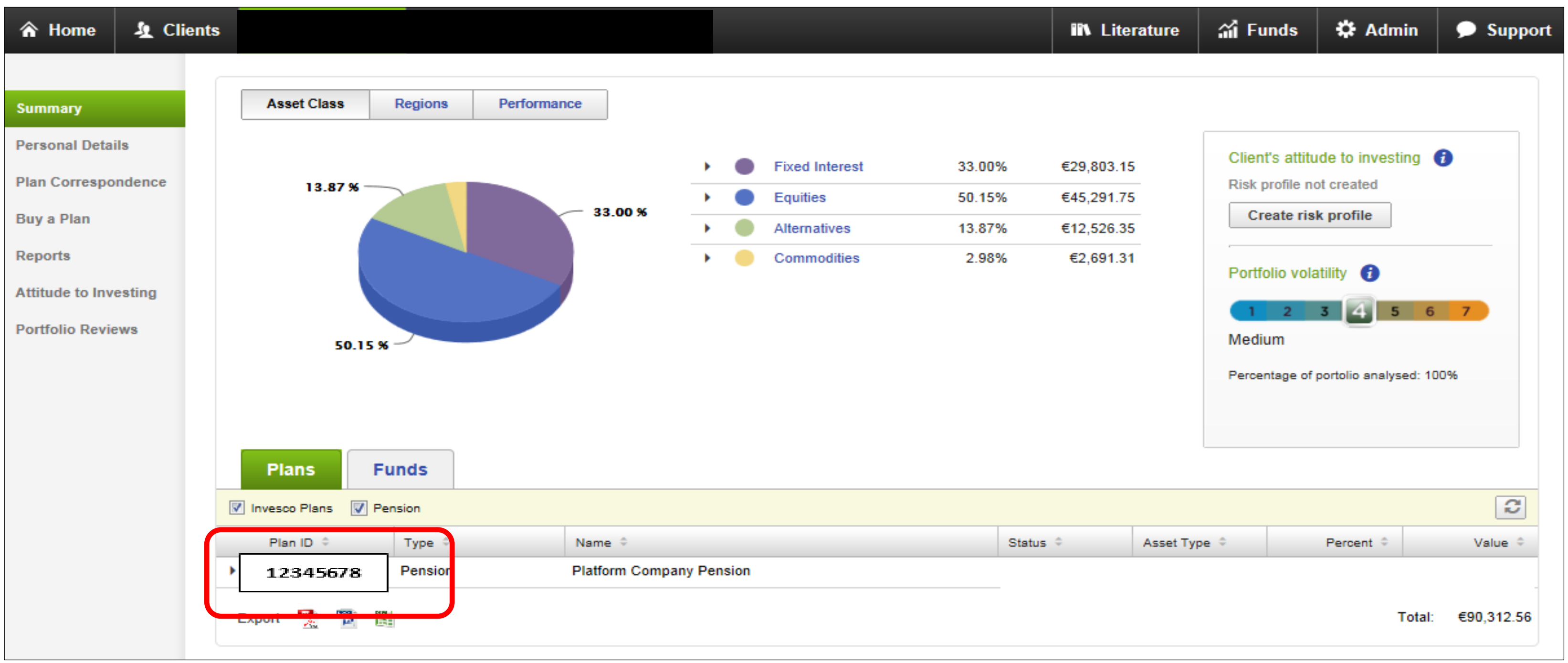
Payment History

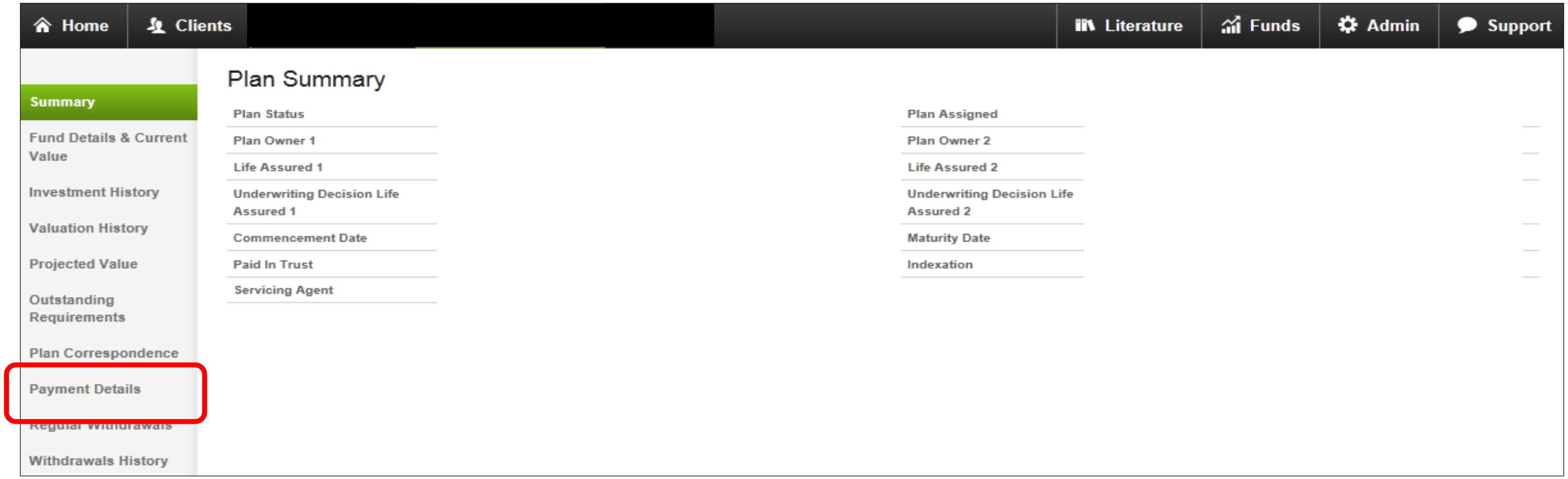
Complex or particularly detailed payment histories can be requested from our Pensions Existing Business team. However, you can quickly access a customers payment history via their client record on PORTUS. The system will provide you with payment details to a customer policy for the previous 24 months. It will include details of transfers, regular payments and single premiums to the plan.

We have outlined below the steps you need to take to access your customers payment history:

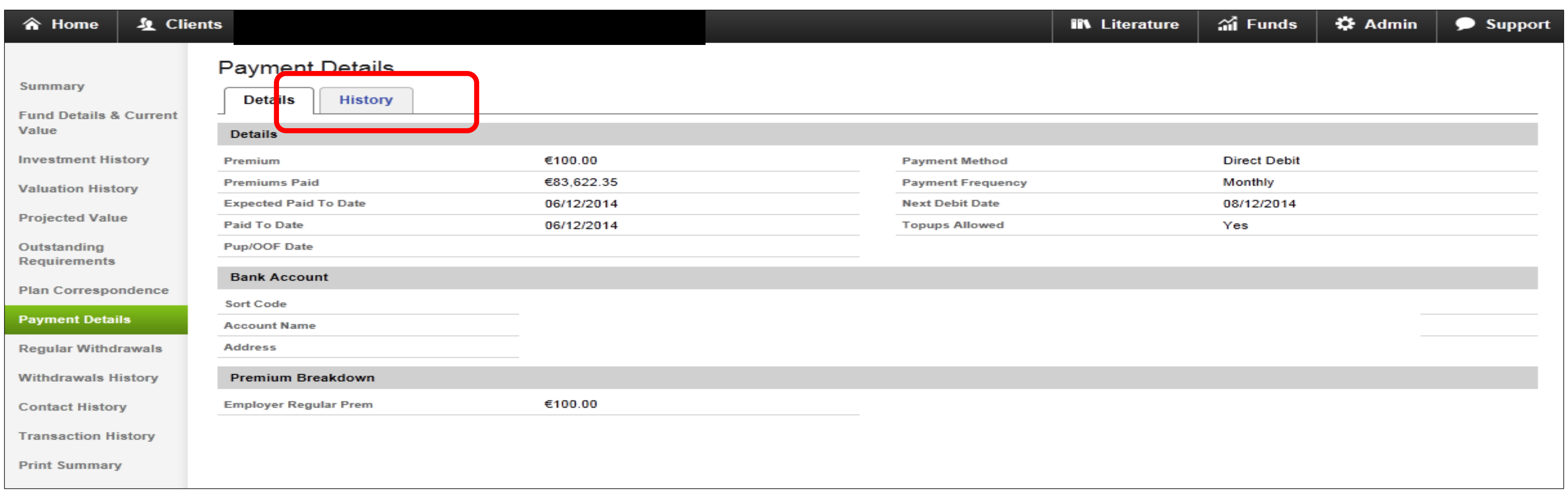
Step 1. Go to your individual client record, via the client search facility. Click on the relevant plan, for which you wish to obtain the payment history.



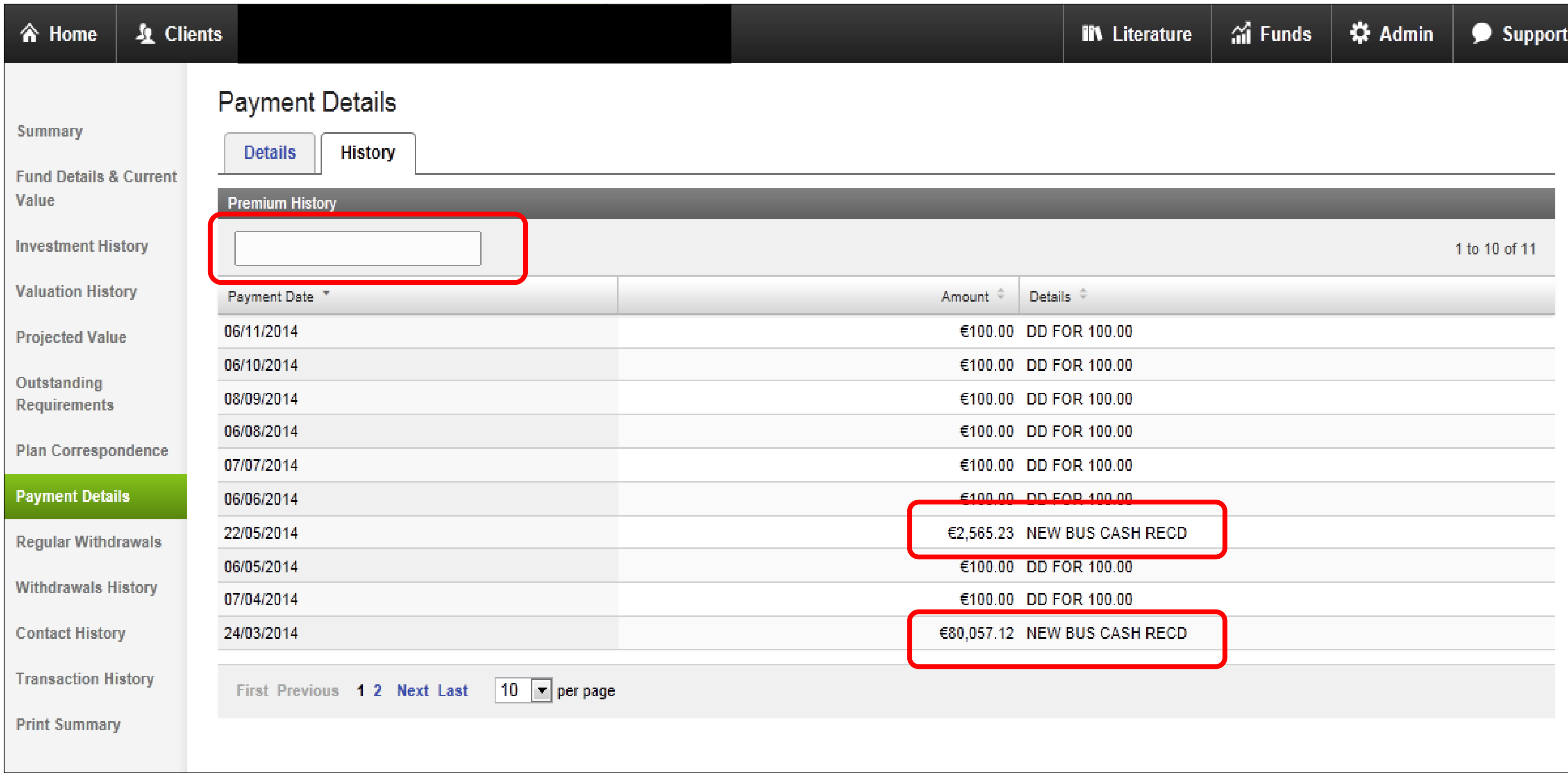
Step 2. This will bring you to the plan summary page for the selected plan. You should then select payment details on the left hand side of the page, as indicated below.



Step 3. This screen will display the general details regarding payments to the plan, including premium amount, total premiums paid, frequency and payment method. To view the history of payments, click on the history tab.



Step 4. All payments made to the plan will be displayed in this screen, beginning with the most recent. It will also show you any single premiums paid, which will be shown as “New Bus Cash Recd” as outlined below. You can use the search functionality to search for a specific payment amount.



If you need a more detailed payment history, simply request one from our offices, noting the period required. For example from the start date of the plan, or the last 5 years.