

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.

The screenshot displays the PORTUS client record interface. The top navigation bar includes links for Home, Clients, Literature, Funds, Admin, and Support. The left sidebar shows a menu with Summary, Personal Details, Plan Correspondence, Buy a Plan, Reports, Attitude to Investing, and Portfolio Reviews. The main content area is divided into two tabs: 'Plans' (selected) and 'Funds'. Below the 'Plans' tab, there are checkboxes for 'Invesco Plans' and 'Pension'. A table lists the pension plans, with the first row highlighted. The plan ID '12345678' is circled in red. To the right of the table, there is a 'Total' value of €90,312.56. Above the table, there is a pie chart showing the asset class distribution: Fixed Interest (33.00%), Equities (50.15%), Alternatives (13.87%), and Commodities (2.98%). To the right of the pie chart, there is a table showing the asset class details. To the right of the table, there is a section for 'Client's attitude to investing' and 'Portfolio volatility'.

Asset Class	Regions	Performance
Fixed Interest	33.00%	€29,803.15
Equities	50.15%	€45,291.75
Alternatives	13.87%	€12,526.35
Commodities	2.98%	€2,691.31

Plan ID	Type	Name	Status	Asset Type	Percent	Value
12345678	Pension	Platform Company Pension				

Total: €90,312.56

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.

The screenshot shows the 'Plan Summary' page. The left-hand navigation menu has several items: Summary, Fund Details & Current Value, Investment History, Valuation History, Projected Value, Outstanding Requirements, Plan Correspondence, **Payment Details** (highlighted with a red box), Regular Withdrawals, and Withdrawals History. The main content area is titled 'Plan Summary' and contains three columns of fields, each with a label and a corresponding input field:

Field	Value
Plan Status	
Plan Owner 1	
Life Assured 1	
Underwriting Decision Life Assured 1	
Commencement Date	
Paid In Trust	
Servicing Agent	
Plan Assigned	
Plan Owner 2	
Life Assured 2	
Underwriting Decision Life Assured 2	
Maturity Date	
Indexation	

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.

The screenshot shows the 'Payment Details' page. The left-hand navigation menu is the same as in the previous screenshot, but 'Payment Details' is now highlighted. The main content area is titled 'Payment Details' and has two tabs: 'Details' and 'History' (highlighted with a red box). The 'Details' tab is active, showing the following information:

Details	
Premium	€100.00
Premiums Paid	€83,622.35
Expected Paid To Date	06/12/2014
Paid To Date	06/12/2014
Pup/OOF Date	
Payment Method	Direct Debit
Payment Frequency	Monthly
Next Debit Date	08/12/2014
Topups Allowed	Yes

Below the table, there is a section for 'Bank Account' with fields for Sort Code, Account Name, and Address. At the bottom, there is a 'Premium Breakdown' section with a table showing 'Employer Regular Prem' as €100.00.

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.

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[Fund Details & Current Value](#)
[Investment History](#)
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Payment Details

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Premium History

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Payment Date ▾	Amount ▾	Details ▾
06/11/2014	€100.00	DD FOR 100.00
06/10/2014	€100.00	DD FOR 100.00
08/09/2014	€100.00	DD FOR 100.00
06/08/2014	€100.00	DD FOR 100.00
07/07/2014	€100.00	DD FOR 100.00
06/06/2014	€100.00	DD FOR 100.00
22/05/2014	€2,565.23	NEW BUS CASH RECD
06/05/2014	€100.00	DD FOR 100.00
07/04/2014	€100.00	DD FOR 100.00
24/03/2014	€80,057.12	NEW BUS CASH RECD

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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.