

Contract Enquiry User Guide – Individual User



SYNAPTIC
FUSION

Smarter. Faster. More Informed.

Disclaimer

Capita Financial Software Ltd, herein referred to as CFSL has made every effort to ensure this document has been produced with an appropriate level of expertise and skill. This document is provided to the third party on a best endeavors basis without any warranty (express or implied). CFSL cannot be held liable for any errors or omissions in this document or for any losses, damages or expenses that may arise subsequent to its use by a third party.

Contents

.....	1
1 Introduction.....	4
1.1 What are Valuations?	4
1.2 What is the Enterprise Messaging Platform?	4
2 Initial Setup.....	5
2.1 Agency Information	5
2.2 Provider registration	5
2.3 Unipass digital certificates.....	5
2.4 Platform Registration Process	6
2.5 Synaptic Fusion & Back Office Integration	6
2.5.1 Single Sign-on Framework.....	6
2.6 Valuation Methods available in Fusion	7
3 Enterprise Messaging Platform Administration	8
3.1 Activating Provider Services	8
4 Provider Information	9
4.1 Provider Capability	9
5 Obtaining a Valuation Response	10
5.1 Setting up your Credentials	10
5.2 Using Contract Enquiry.....	13
6 Known Issues	19
6.1 Provider Specific Fund Codes	19

1 Introduction

1.1 What are Valuations?

Electronic valuations (sometimes referred to as Contract Enquiry or real-time valuations), allow an authorised representative, via their back office system or integrated trusted third party service provider to obtain a policy valuations from product providers. Avoiding the need to contact the provider direct, the user can save a significant amount of time and resource by exchanging data electronically.

Contract Enquiry enables electronic updates of funds and units from the product provider's database directly into your back office system or into **Synaptic Fusion**. A request message is sent via the Enterprise Messaging Platform which contains the contract details you wish to enquire about. A response message is sent back from the provider supplying the valuation details. For most providers this is the current assets that the contract is investing in and the number of units held (allocation) as well as the current price of those units. Some providers are also able to deliver additional details, such as transfer and surrender value, and where available these are used to update the holding record under the 'client' tab within **Synaptic Fusion** or passed back to the Back Office.

If the message sent to the provider is incomplete or inaccurate (for example if there is a mismatch with the data you have sent to the provider and the information they hold on their system) a failure message will be returned detailing the issue. It is therefore vitally important that the data you hold is accurate, as without the correct name of the client, the correct policy number or date of birth the message will fail.

Additionally the service is offered outside of normal business hours, seven days a week, allowing client servicing at times convenient to them. Servicing hours vary dependant on the provider.

The information requested and the message received have been defined by the Origo Standards committee to insure both quality and consistency of data. Where a provider does not use the Origo Standards then proprietary secure messaging has been implemented that meets statutory compliance and data protection requirements.

1.2 What is the Enterprise Messaging Platform?

The Enterprise Messaging Platform (EMP) provides Origo and Non-Origo electronic messaging between Capita Financial Software and the product providers (includes platforms, wrapper providers & traditional life & pensions providers). Capita Financial Software is the trusted third party and the services framework known as Fusion is the platform host. The Platform supports UNIPASS® Identity Management and X.509 Certificate based Identity Management using Global Certificate Authorities.

2 Initial Setup

In order to take advantage of the valuation functionality, a number of steps must first be completed before the service can be activated to obtain policy valuations electronically via the Platform.

2.1 Agency Information

Before a user can register for Contract Enquiry services with providers, they must have the correct information registered in order to complete the provider's registration process. Incorrect records will mean that users will not be permitted to request and receive Contract Enquiry messages.

You should contact the provider direct to ensure you understand their policy regarding agency numbers if you are:

- A network member and submit business under the network's agency rather than your own
- You have more than one agency number for a single product provider
- You have more than one registered company

This is important otherwise you could go through the whole process of setting up the service only to find that you are unable to use it due to your agency structure. Consolidation of agencies is sometimes the only way to ensure that you are able to use Contract Enquiry with some providers and this is outside of Capita Financial Software's control. Please discuss this with your provider representative if you are in any way unclear.

2.2 Provider registration

Once the initial setup has been completed, the next step is to register with each product provider.

Registration details differ for each provider. Some will only require one individual to register on behalf of their firm, whereas others require each individual user to register. The majority of applications can be completed online and access granted within the same day, although some firms will post the access details.

2.3 Unipass digital certificates

In order to gain access to secure information on the internet, providers may issue a username and password normally obtained from their IFA extranet site or require the use of a UNIPASS® digital certificate before they will give access to security sensitive information.

Digital certificates provide added security for both the user and the providers sending the secure information. Once a user has their individual certificate registered on their own computer, it can be used multiple times and saves the need for re-registration with a number of firms.

In order to obtain a digital certificate, users must complete a registration form, which details both their own individual information and the firm for which they work. This registration form can be obtained online from <http://www.unipass.co.uk/default.php> . Once a firm is registered with

This document is the property of Capita Financial Software Ltd (CFSL) and the information contained herein is confidential. This document, either in whole or in part, must not be reproduced or disclosed to others or used for purposes other than that for which it has been supplied without CFSL prior written permission. CFSL – www.capitafinancialsoftware.co.uk

UNIPASS®, individuals can make requests for digital certificates to be issued. UNIPASS® will confirm the identity of the individual and confirm that permission may be granted by contacting a member of the firm. Once the confirmation has been completed the individual certificate will be issued.

UNIPASS® has been created specifically for financial advisers and is a service controlled by Origo Secure Internet Services (OSIS). The digital certificate gives each user a unique online identity.

The certificates are unique to each machine, therefore if more than one user needs to access Contract Enquiry, then they will each need to register their machine with a digital certificate (if they are using those companies that require a digital certificate).

It is worth remembering that if your company is such that you have a number of ARs within your organisational structure and you work for two or more of them you will not be able to have ONE digital certificate that covers you and all the AR firms you work for. This could mean that Contract Enquiry may not work for you – you should contact the provider direct who will be able to assist you in making the right choices.

It is also important to remember that digital certificates are MACHINE SPECIFIC. That means if you hot-desk and do not have a machine that is dedicated for you, you will struggle to be able to use digital certificates effectively. Having a machine that is dedicated to you will ensure that you do not have to worry about this.

2.5 Synaptic Fusion & Back Office Integration

Synaptic Fusion is the integrated solution Portal for all CFSL Products

- Client & Asset Management
- Product & Fund Research
- Stochastic Modelling based on Capacity for Loss
- Investment Strategy Builder
- Portfolio Builder
- Portfolio Builder Wizard
- On & Off Platform Reduction in Yield Product Comparison
- Quotes & Illustrations
- New Business Applications
- Enterprise Messaging Platform for Valuations
- Single Sign-on Integration Framework

2.5.1 Single Sign-on Framework

The Fusion (third party) Integration Interface provides a convenient and simple set of web services for interacting with the Fusion Suite of Products. It is designed to ease integration for third parties wishing to create robust line of business applications with a seamless user experience.

The services in the interface are available only to licensed subscribers with a valid identity.

To use these services, you should have a 'Fusion Ready' Back Office solution or reasonable level of familiarity with software development, Web Services and SSL Certificate Configuration

2.6 Valuation Methods available in Fusion

The Enterprise Messaging Platform provides the following methods to obtain a valuation;

- Using Synaptic Fusion User Interface
- Using Single Sign-on to auto-populate the Synaptic Fusion Asset & Holdings Module
- Valuations via the Enterprise Messaging Platform Web Services using Single Sign-on offering
 - XML Formatted Responses (Origo & Non-Origo)
 - XML Including encoded PDF Report
 - Fusion User Interface (HTML5) view, including PDF and Workitem Storage

3 Enterprise Messaging Platform Administration

3.1 Activating Provider Services

Upon first logon to Fusion the User must accept our Terms and Conditions in order to use Fusion. If they have logged in previously this will not be shown.

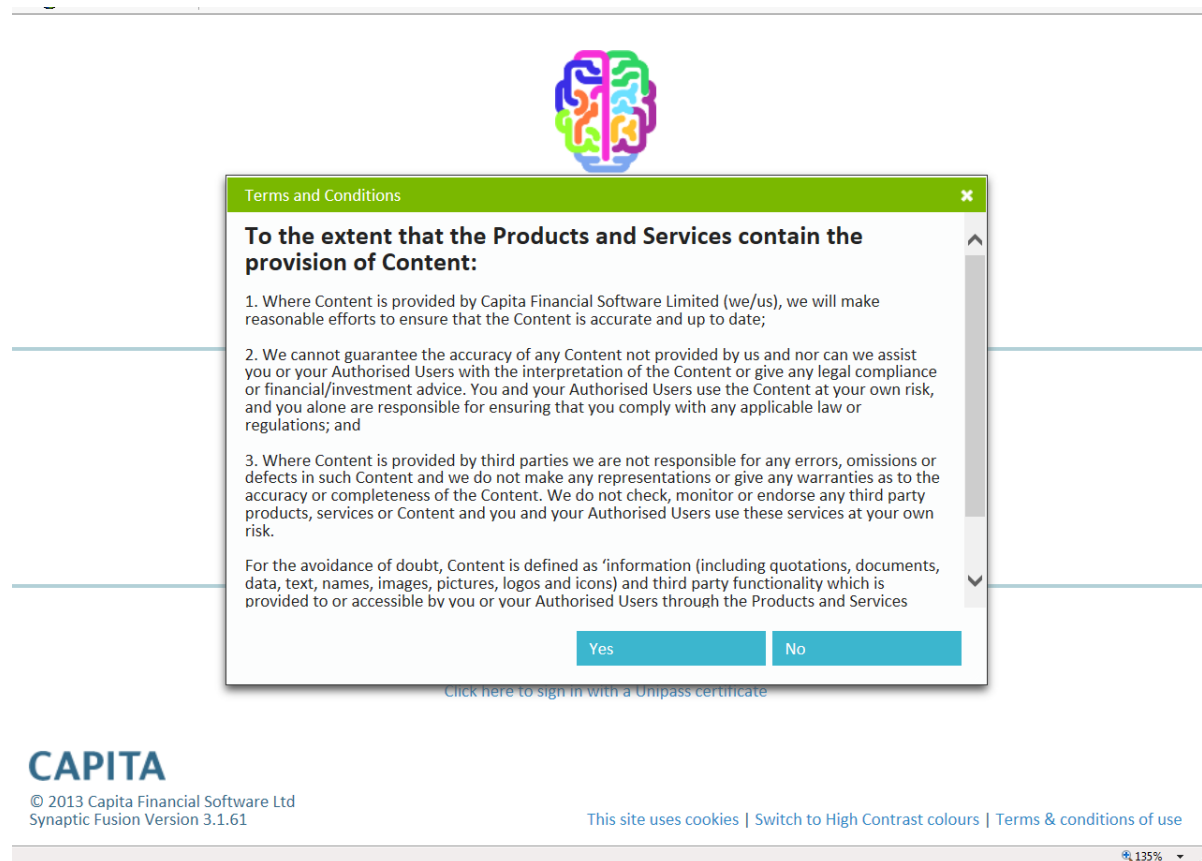


Fig.1 Synaptic Fusion Terms of Use

4 Provider Information

4.1 Provider Capability

Full details of how to register with providers, what products they support and what authentication they use can be found in the embedded guide.



EMP Provider
Registration Manual.c

5 Obtaining a Valuation Response

This part of the document will go through how to set up Contract Enquiry to work inside Fusion on client records

5.1 Setting up your Credentials

For some Providers you will need to use credentials that are unique to you. This can be either via a Unipass or with specific usernames and passwords.

In order for Contract Enquiry to work you will need to input these details in your **Account Settings**

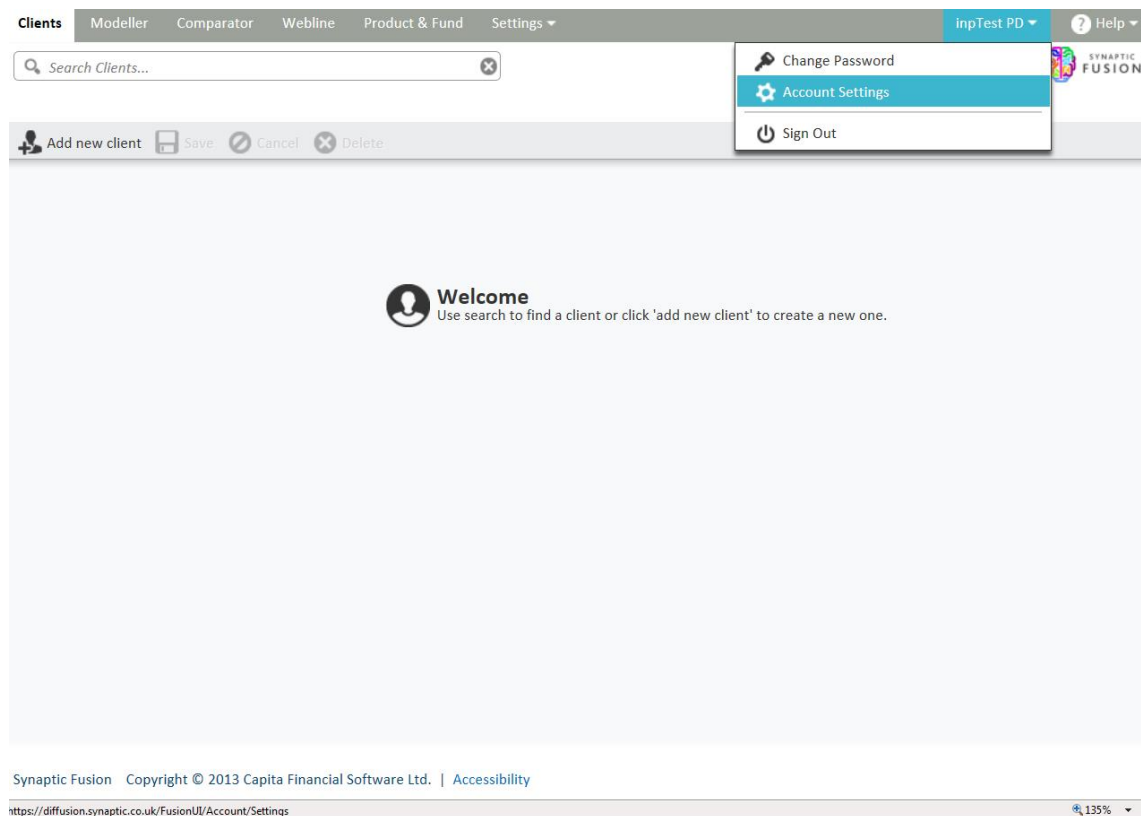


Fig.6 Account settings

From here you can link your Unipass to Synaptic Fusion (you can then use it to log in as well as for Contract Enquiry) by clicking on Certificate and selecting your Unipass.

Note, your Unipass must be on the computer you are using.

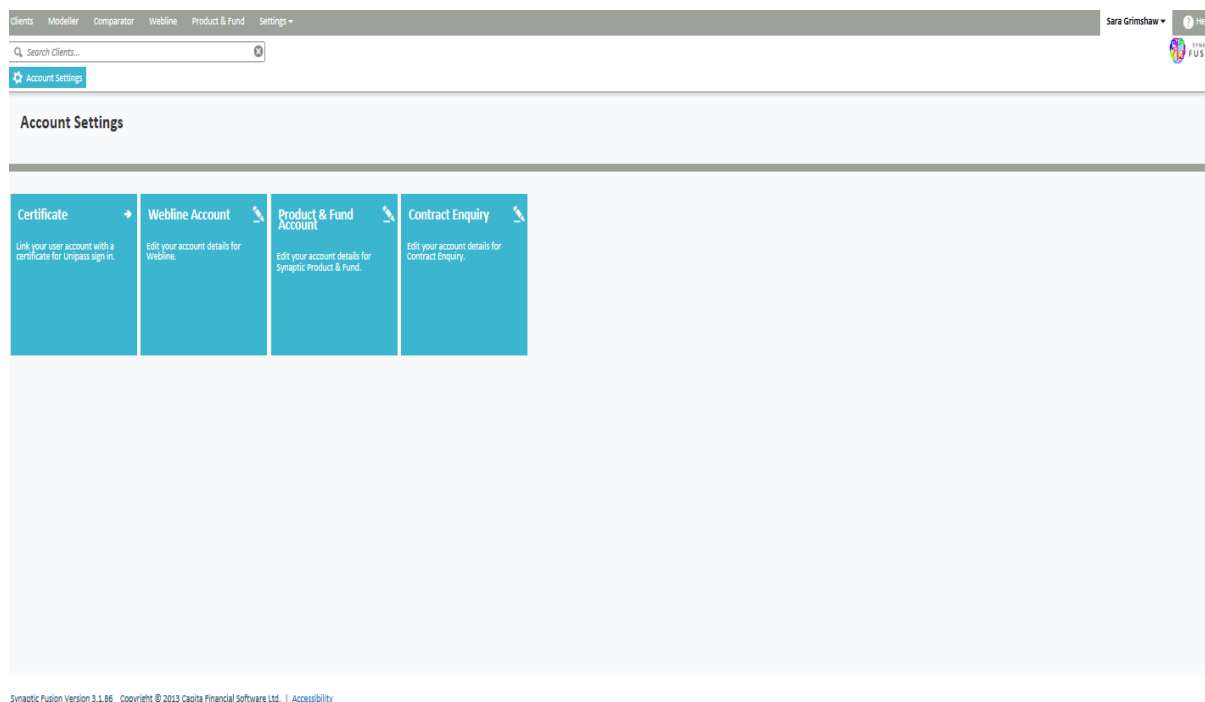


Fig.7 Account settings

Note that the Webline and Product & Fund boxes will only appear if you have the specific licences.

You can also fill in any details that need to be set for providers that do not use Unipass by selecting Contract Enquiry. This page will show a list of the Providers set at an Org level and the ones you need to supply a Username and Password for.

Enterprise Messaging Platform Credentials

Provider Name	Credentials Provided By	Credentials Type	Settings
Seven IM	My organisation	User name & password	(Supplied by my organisation)
Sample Provider	My organisation	User name & password	(Supplied by my organisation)
Skandia	My organisation	User name & password	(Supplied by my organisation)

Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | [Accessibility](#)

Fig.7 Provider specific settings

5.2 Using Contract Enquiry

When you first set up a Plan, SIPP or Platform you have the opportunity to try to pre populate the holding via contract enquiry (assuming the provider is supported).

Load your client or create a new one, click on the **Holdings** tab and **add** the Holdings as normal.

The screenshot shows the 'Plan Details' form in the Synaptic Fusion application. The form is titled 'Plan Details' and is located within a sidebar menu that includes 'Details', 'Contributions', 'Withdrawals', 'Underlying Assets', and 'Performance'. The form fields are as follows:

- Name: Text input field with a red asterisk indicating it is required.
- Provider Name: Text input field with a magnifying glass icon for search.
- Product Name: Text input field with a magnifying glass icon for search.
- Status: Dropdown menu currently set to 'In Force'.
- Product Category: Dropdown menu.
- Contract Number: Text input field.
- Start Date: Text input field with a calendar icon.
- End Date: Text input field with a calendar icon.

Below the 'Status' dropdown, there is a message: 'Please enter a provider and contract number to enable contract enquiry'.

The footer of the application shows 'Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | Accessibility' and buttons for 'Save', 'Save & Close', and 'Cancel'.

Fig.8 Setting up a plan

You will need to enter the Provider Name, Product Category and a Contract Number in order to be able to request the message. Product Category will pre populate if you select a product name from the database.

The screenshot displays the 'Plan Details' form within the Synaptic Fusion application. The interface includes a top navigation bar with tabs for Clients, Modeller, Comparator, Webline, Product & Fund, and Settings. A search bar for clients is located below the navigation bar. The main content area is divided into a left sidebar with icons for Details, Contributions, Withdrawals, Underlying Assets, and Performance. The 'Details' tab is active, showing the 'Plan Details' form. The form contains the following fields and controls:

- Name:** Text input field containing 'Canada CE Test'.
- Provider Name:** Text input field containing 'Canada Life' with a search icon.
- Product Name:** Text input field containing 'Flexible Investment Bond - Level Option' with a search icon.
- Status:** Dropdown menu set to 'In Force'.
- Product Category:** Dropdown menu set to 'Investment Products'.
- Contract Number:** Text input field containing '3312872'.
- Start Date:** Text input field with a calendar icon.
- End Date:** Text input field with a calendar icon.

Below the form, there is a 'Get details via Contract Enquiry' button. At the bottom of the screen, there is a footer with the version 'Synaptic Fusion Version 3.1.68', copyright information 'Copyright © 2013 Capita Financial Software Ltd.', and an 'Accessibility' link. On the right side of the footer, there are buttons for 'Save', 'Save & Close', and 'Cancel'. A zoom level indicator shows '125%'.

Fig.9 Setting up a plan

Once the required data is present you can click “Get details via Contract Enquiry” to initiate the request

The screenshot displays the Synaptic Fusion software interface. At the top, there is a navigation bar with tabs: Clients, Modeller, Comparator, Webline, Product & Fund, and Settings. A search bar labeled 'Search Clients...' is present. Below the navigation bar, there are buttons for 'Test Test', 'New Action...', and 'Canada CE Test'. A 'Delete' button and a 'Revert' button are also visible. The main content area is titled 'Plan Details' and contains a form with fields for Name, Provider Name, Product Name, Status, Product Category, Contract Number, Start Date, End Date, and Policy can be (with checkboxes for Rebalanced, Augmented, and Transferred). A modal dialog box titled 'Contract Enquiry' is overlaid on the form, displaying the message 'Please wait while we retrieve details of your plan...' and a 'Cancel' button. A blue banner at the top of the form area states: 'Contract Enquiry pending was requested for all eligible holdings on 27 June 2013 at 13:41'. The footer of the interface shows 'Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | Accessibility' and buttons for 'Save', 'Save & Close', and 'Cancel'.

Fig.10 Requesting a valuation

The message will then be sent to the provider and the response displayed as to the success

Clients Modeller Comparator Webline Product & Fund Settings inpTest PD Help

Search Clients...

Test Test New Action... Canada CE Test

Delete Revert

Details

- Contributions
- Withdrawals
- Underlying Assets
- Performance

Plan Details

✓ Contract Enquiry of all eligible holdings was last performed on 27 June 2013 at 12:41

Name Canada CE Test

Provider Name Canada Life

Product Name Flexible Investment Bond - Level Option

Status In Force

Get details via Contract Enquiry

Product Category Investment Products

Contract Number 3312872

Start Date

End Date

Policy can be

- ☐ Rebalanced
- ☐ Augmented
- ☐ Transferred

Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | Accessibility

Save Save & Close Cancel

<https://diffusion.synaptic.co.uk/FusionUI/Assets/Plan/Edit?clientId=963ebcd6-6cd3-4e87-6b87-f8e73337d008#nogo> 125%

Fig.11 CE response

The holding will now populate the data within the Underlying Asset tab from the message

Plan Underlying Assets

Get plan valuations: **Contract Enquiry - Electronic Valuation**

Funds last updated electronically on 27/06/2013 by Contract Enquiry

✓ Contract Enquiry of all eligible holdings was last performed on 27 June 2013 at 12:55
Only one Contract Enquiry can be requested for a holding per day.

Fund Name	Units	% of Holding	Value
Distribution Accumulation	6943	100.00	£6,943.00

[View Contract Enquiry Response](#)

Valuations Projected Maturity Values

Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | Accessibility

[Save](#) [Save & Close](#) [Cancel](#)

Fig.12 Underlying assets

The underlying asset screen will automatically set the valuation type dropdown to be Contract Enquiry meaning this plan will be marked as a plan that uses contract enquiry (see below). Any existing holding can also be marked up to use contract enquiry by this method.

It is also possible to see the response from the provider as a pdf document which is available by clicking “view contract enquiry response” message.

On the main holdings page you can also update contract enquiry for all contracts selected to use contract enquiry (see above) at once by clicking the “start contract enquiry” button in the ribbon bar.

Platforms (2)

Name	Provider	Product	Status	Value	Assigned To	Add (+)
7IM Test	Seven Investment Management	7IM Platform	In Force	£0.00		[Icons]
▶ Assets (0) ▶ Accounts (0) ▶ Plans (0) ▶ SIPPs (0)						
Seven CE test	Seven Investment Management	7IM Platform	In Force	£0.00		[Icons]
▶ Assets (0)						

Synaptic Fusion Version 3.1.68 Copyright © 2013 Capita Financial Software Ltd. | Accessibility

Fig.12 Multiple valuations for an Individual Client

It should be noted that the system will restrict you to one successful contract enquiry message per contract per day. Each provider updates daily so there is no point in sending more than one message a day.

6 Known Issues

6.1 Provider Specific Fund Codes

As mentioned in the Provider Registration Manual some providers only return a fund code that they use internally resulting in us not being able to match it to a fund in the fund table which in turn means we have no data on it. This means it cannot be used in the system and the CE message returned is purely for the current value (and the name of the funds). This causes a dilemma of keeping the value up to date versus being able to define or research the underlying assets. The manual workaround to this would be this;

- Run the contract enquiry initially to get the fund list and number of units in each fund of the portfolio
- On the underlying assets page change the valuation method back to manual fund list
- Search for the funds returned by the CE message manually and use your best guess to pick the correct funds to add to the holding
- Enter the number of units in each fund – the holding will now calculate the current value based on the unit prices
- This will be updated daily by the price feed and the holding will be able to be used for Modelling and factsheet generation etc.
- This however will not update the unit numbers and as such the value will drift from reality over time (especially if there is a regular contribution)
- To avoid this, periodically revert back to Contract enquiry (as a valuation method) and run the contract enquiry again.
- This will update the funds but most importantly the unit numbers
- Switch back to Manual fund list and input the new unit numbers
 - The fund list in the manual mode will be saved so assuming no fund changes have happened you will not have to search for them again.

The only way to solve this problem is for the providers to supply industry standard codes and the more pressure put on them by users the better.