



SYNAPTIC SOFTWARE

USER GUIDE



SYNAPTIC

Version 1.1 Feb 2020

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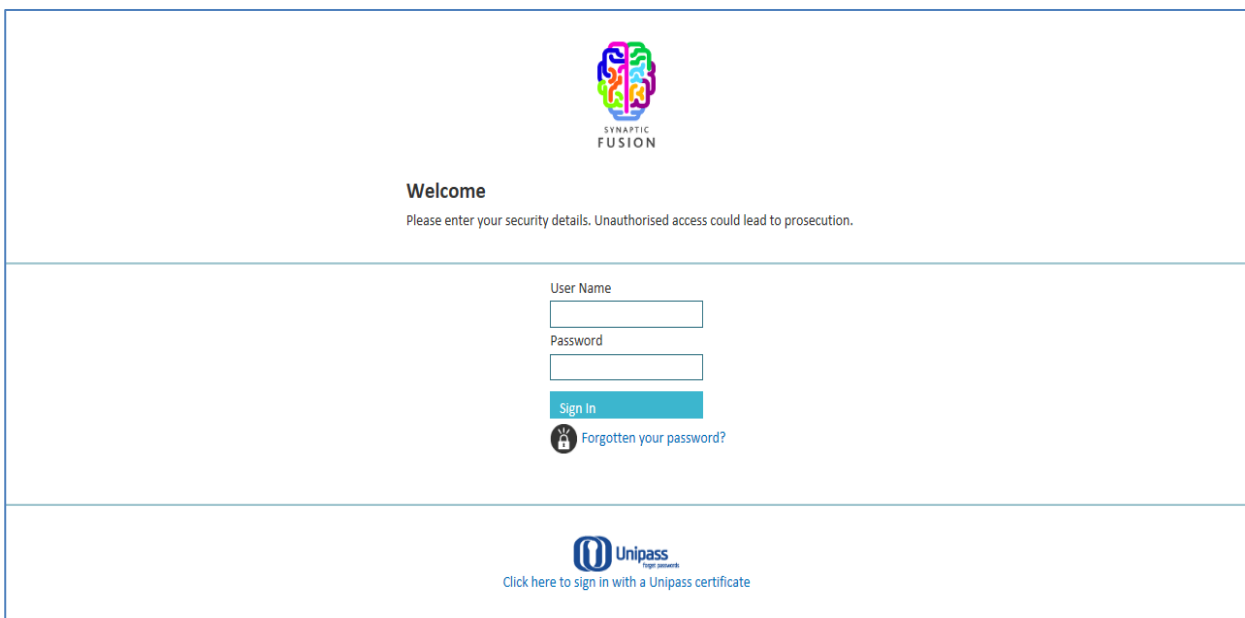
1 Introduction

This user guide has been put together to guide you through accessing the Synaptic software. It is a guide to the common components of the suite, i.e. the data that is shared across the different applications. It covers navigation, shared data and the icons that are used throughout the suite.

Synaptic is the gateway to the Capita Financial Software suite of investment planning tools designed to help you fulfil your obligations set out by the Financial Conduct Authority (FCA) for assessing your client's attitude to investment risk and enable you to recommend a suitable and tailored solution for them.

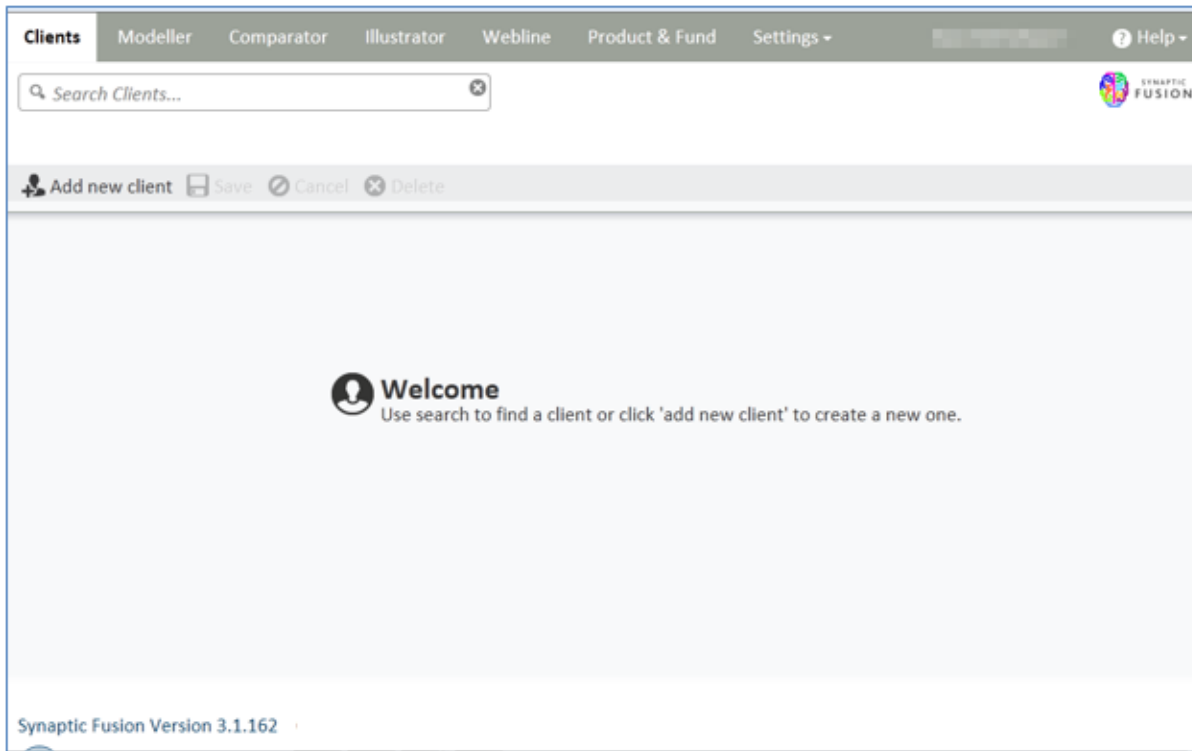
2 Accessing Synaptic

There is no setting up required to access the Synaptic software. However you will need to have acquired the appropriate licence from your administrator. You will need an internet connection as this suite of software solutions is only available online.



The screenshot shows the Synaptic Fusion login interface. At the top center is the Synaptic Fusion logo, which consists of a colorful circular icon with the text 'SYNAPTIC FUSION' below it. Below the logo, the word 'Welcome' is displayed in bold, followed by the text 'Please enter your security details. Unauthorised access could lead to prosecution.' Below this is a login form with two input fields: 'User Name' and 'Password'. Below the 'Password' field is a blue 'Sign In' button. To the right of the 'Sign In' button is a link that says 'Forgotten your password?' with a small padlock icon. At the bottom of the form is the Unipass logo, which is a blue circle with a white 'U' inside, followed by the text 'Unipass' and 'Click here to sign in with a Unipass certificate'.

Once you have signed into Synaptic, there will be a welcome screen which will direct you to either search for an existing client or add a new one by clicking on the relevant button at the top left of the screen.



2.1. Application Tabs

There are 7 tabs at the top of the screen that you can choose from:

- Clients - where you can add or retrieve client details.
- Modeller - an investment planning and risk profiling tool.
- Comparator - a quantitative and qualitative on and off platform cost comparison tool.
- Illustrator – a switch analysis tool.
- Webline - for researching quotations and applying for Protection, Annuities or Health policies.
- Product & Fund – for conducting qualitative Product or Fund research.
- Settings – to access Fund Management, Administration and Enterprise Messaging Platform.

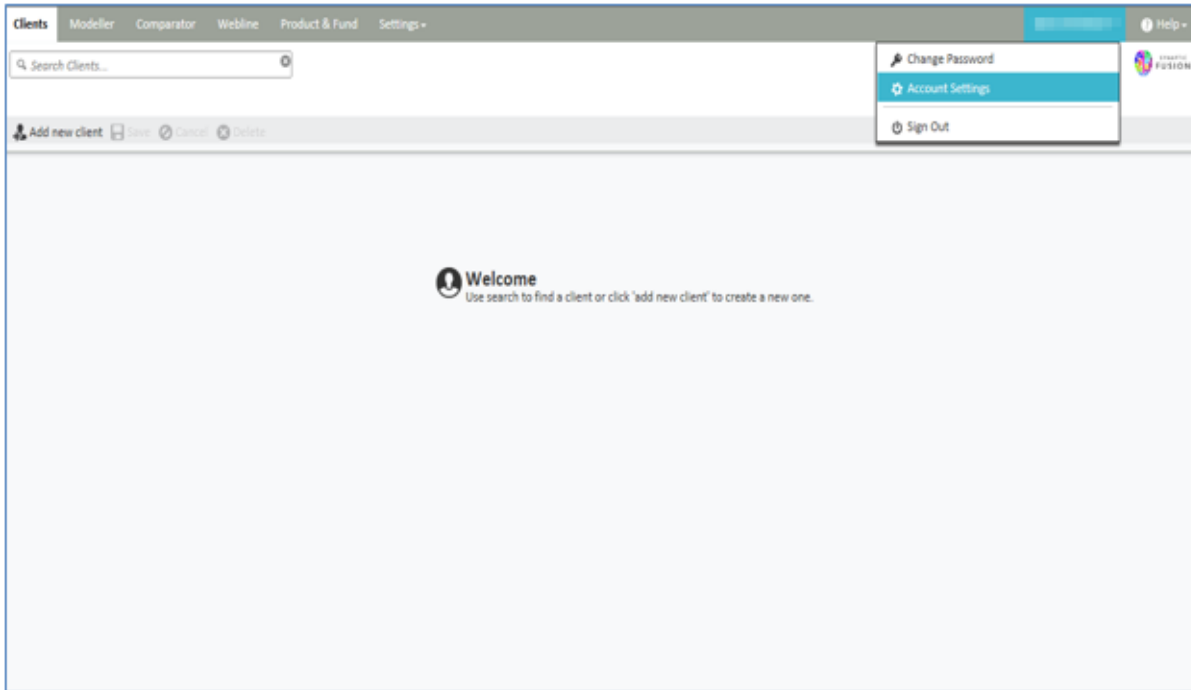
The type of licence purchased will drive which of the Synaptic tools you have access to. Modeller, Comparator and Illustrator will not need further sign in credentials but in order to access Product & Fund and Webline you need to ensure that your 'sign in' credentials are set before initial use.

Please see the next section 2.2.1 Account Settings, for this information.

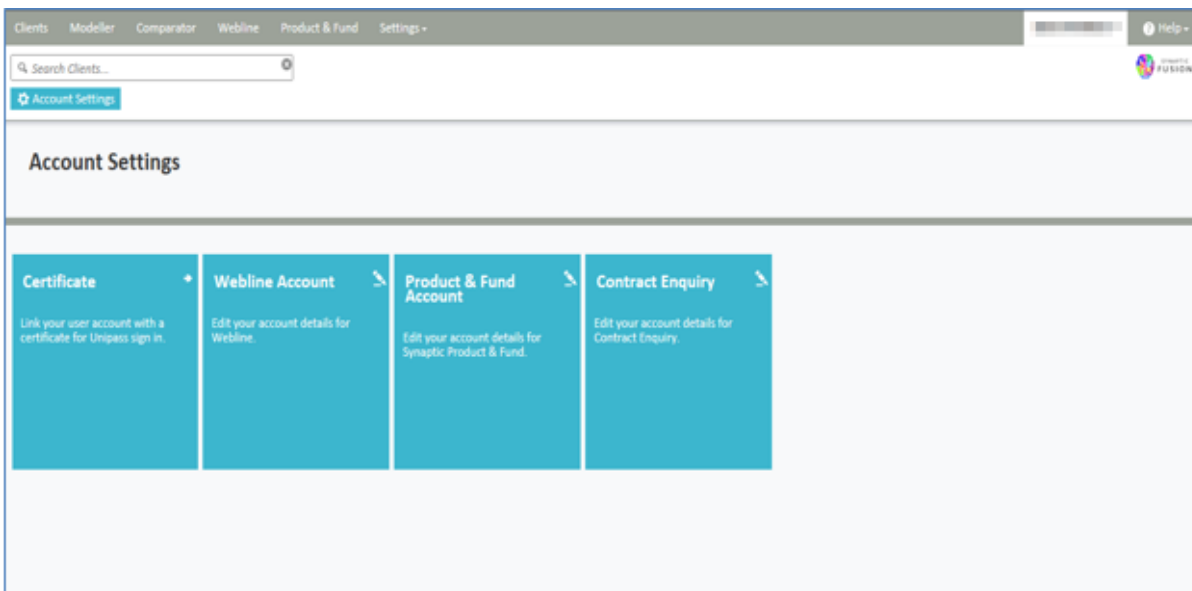
2.2 Your Access

2.2.1 Account Settings

You can access Account Settings via the Name tab on the top right of Synaptic screen. From here you can associate your Unipass or enter your sign in details for associated applications.



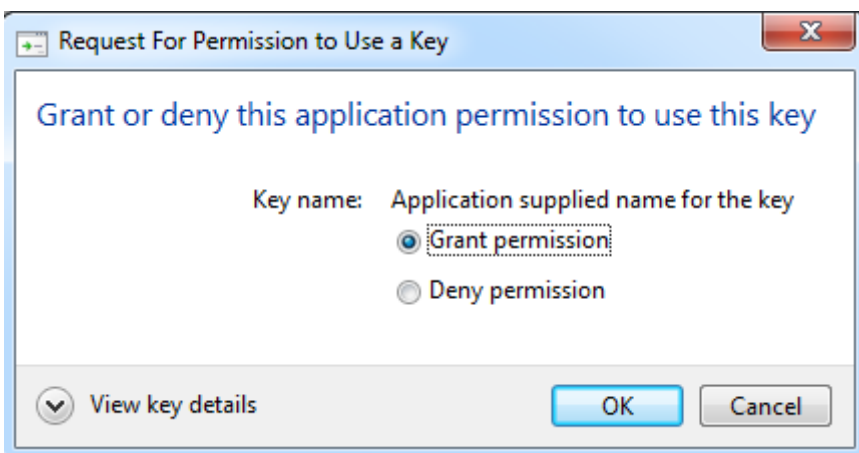
Once selected, you will be presented with 4 options, as the following screen shows:



2.2.1.1 Unipass

Associating your Unipass will allow you to sign in to the suite (without your username and password) and is often mandated for some providers when using Contract enquiry.

For the Unipass Certificate you will see the following screens when this option is selected:



Once Synaptic has picked up your Unipass you will need to click on the “link certificate” button as shown below;

Link a certificate to a Synaptic Fusion account

[Go back to account settings](#)

Status
Your Fusion account is not linked to a certificate. To link it to the certificate below, click on the 'Link Certificate' button.

Link certificate

Fusion Account Details these are the details of your Fusion account

Fusion username: [redacted]
User full name: [redacted]
E-mail: [redacted]
Organisation name: Support
User external identifier: [redacted]
Linked certificate subject: N/A
Linked certificate thumbprint: N/A
Linked certificate serial number: N/A
Linked certificate valid from: N/A
Linked certificate valid to: N/A
Linked certificate collected on: N/A

Certificate Details these are the details of the certificate you used to access this page

Certificate subject: [redacted]
Certificate thumbprint: [redacted]
Certificate serial number: 0CD83168CD86207890544E68265F16E8
Certificate valid from: 29/10/2013 00:00:00
Certificate valid to: 29/10/2014 23:59:59

You can also change the Unipass associated by unlinking the current linked Unipass

Link a certificate to a Synaptic Fusion account

[Go back to account settings](#)

Status
Your certificate is already linked to your account.
The certificate you have connected with is already linked to your Fusion account.

Unlink certificate

Fusion Account Details these are the details of your Fusion account

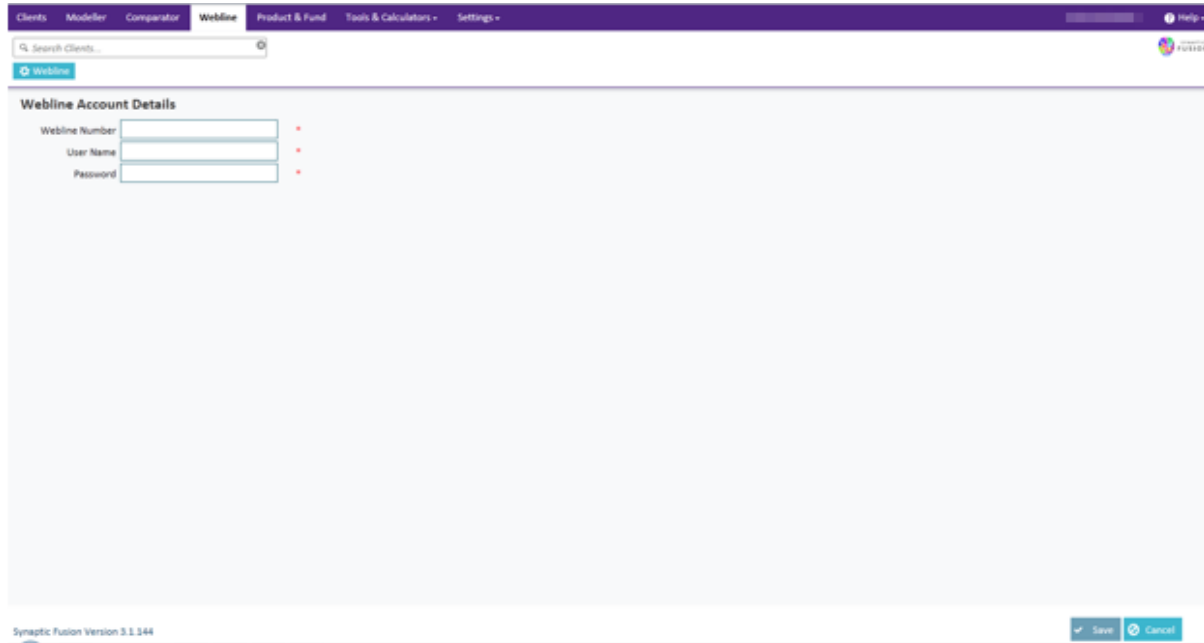
Fusion username: [redacted]
User full name: [redacted]
E-mail: [redacted]
Organisation name: Support
User external identifier: [redacted]
Linked certificate subject: [redacted]
Linked certificate thumbprint: [redacted]
Linked certificate serial number: [redacted]
Linked certificate valid from: 29/10/2013 00:00:00
Linked certificate valid to: 29/10/2014 23:59:59
Linked certificate collected on: 30 October 2013

Certificate Details these are the details of the certificate you used to access this page

Certificate subject: [redacted]
Certificate thumbprint: ACE15D4DDA8C37849F84DE85347CE30B00014D8
Certificate serial number: 0CD83168CD86207890544E68265F16E8
Certificate valid from: 29/10/2013 00:00:00
Certificate valid to: 29/10/2014 23:59:59

2.2.1.2 Weblane

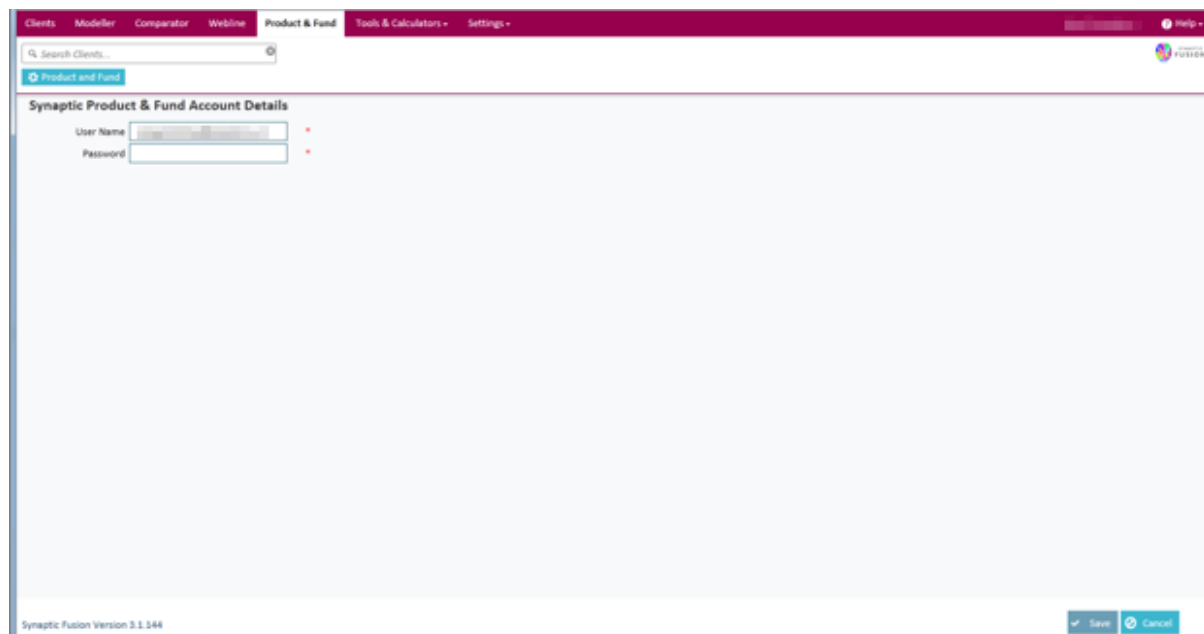
For the Weblane Account you will see the following screen when this option is selected and you will be required to enter your sign in details in order to access Weblane through the suite. The benefit of logging in to Weblane through Synaptic is that your client details will prepopulate the quote form:



The screenshot shows the Synaptic Fusion application interface. The top navigation bar includes tabs for Clients, Modeler, Comparator, Webline, Product & Fund, Tools & Calculators, and Settings. The 'Webline' tab is currently selected. Below the navigation bar is a search bar labeled 'Search Clients...'. A 'Webline' button is visible. The main content area is titled 'Webline Account Details' and contains three input fields: 'Webline Number', 'User Name', and 'Password'. Each field has a red asterisk to its right, indicating a required field. At the bottom of the screen, there is a status bar showing 'Synaptic Fusion Version 3.1.144' and two buttons: 'Save' and 'Cancel'.

2.2.1.3. Product and Fund

For the Product & Fund Account you will see the following screen when this option is selected and you will be required to enter your sign in details in order to access Product and Fund. The benefit of logging in to Product & Fund through Synaptic is that your client details will prepopulate your research:



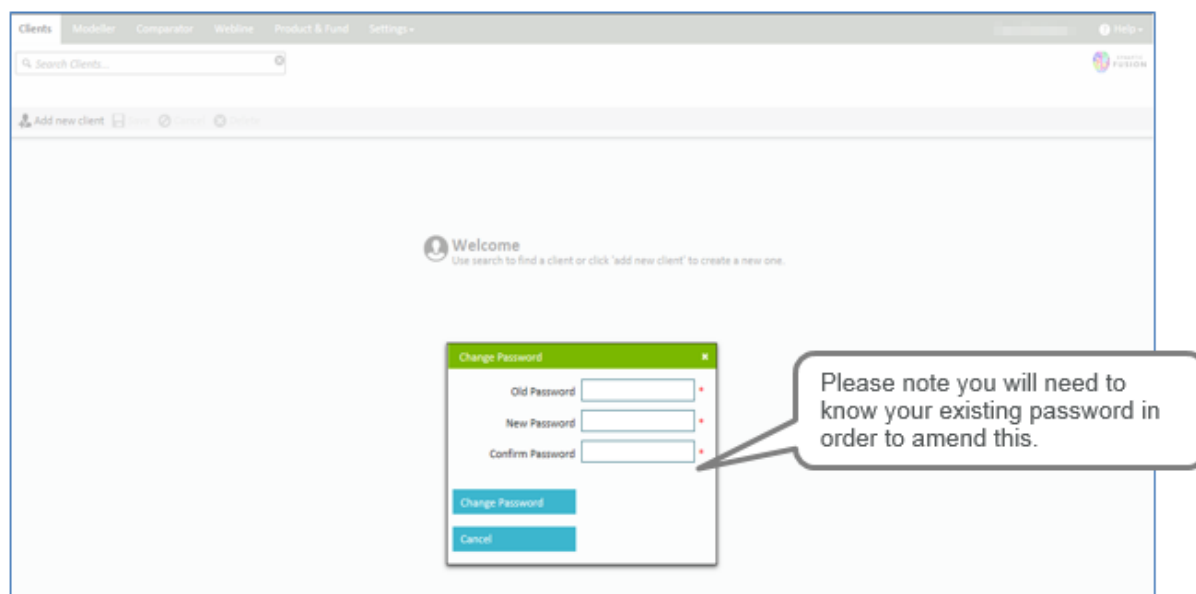
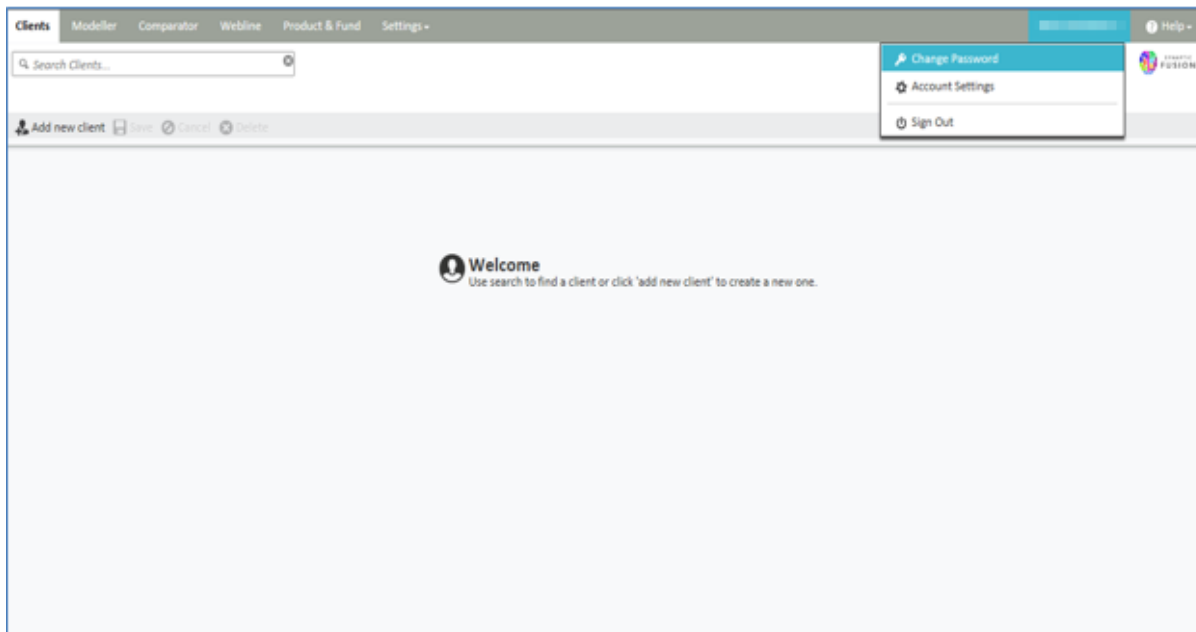
The screenshot shows the Synaptic Fusion application interface. The top navigation bar includes tabs for Clients, Modeler, Comparator, Webline, Product & Fund, Tools & Calculators, and Settings. The 'Product & Fund' tab is currently selected. Below the navigation bar is a search bar labeled 'Search Clients...'. A 'Product and Fund' button is visible. The main content area is titled 'Synaptic Product & Fund Account Details' and contains two input fields: 'User Name' and 'Password'. Each field has a red asterisk to its right, indicating a required field. At the bottom of the screen, there is a status bar showing 'Synaptic Fusion Version 3.1.144' and two buttons: 'Save' and 'Cancel'.

2.2.1.4 Contract Enquiry

This is where you would input your provider specific user names and passwords for Contract Enquiry to function correctly. See the Contract Enquiry User Guide for more details. Please note that your administrator will need to have set up Contract Enquiry before you can enter your details.

2.2.2 Passwords

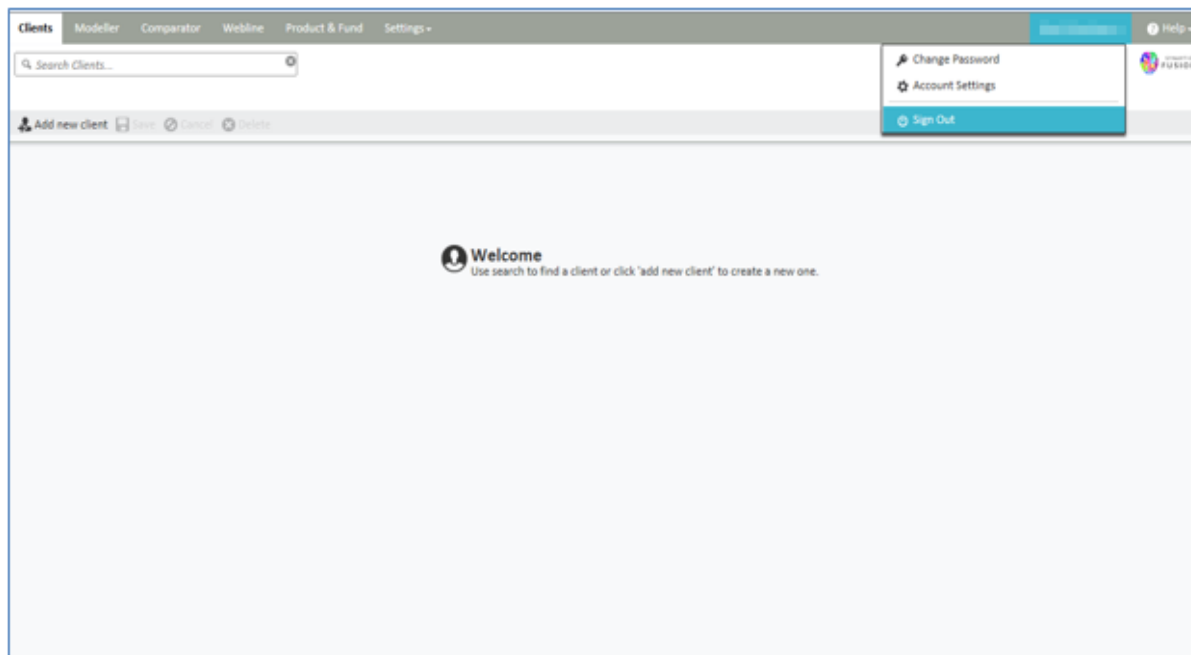
You can also change your Synaptic password from here, see screen shot below:



NB: This amendment will only change your access to the Synaptic Suite itself and will not change the passwords for access to Webline or Product and Fund. These can be changed by accessing the application itself.










2.2.3 Sign Out

You should sign out of the software via this tab as shown below:



3. Understanding the Icons

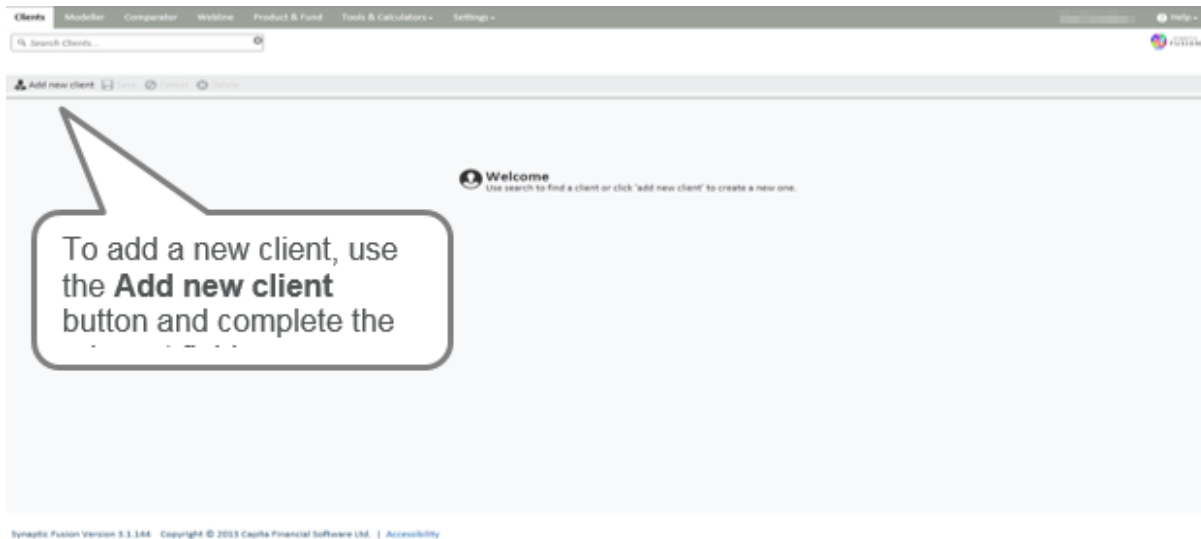
There are also a number of symbols which dictate different actions you are allowed to carry out within the software:

-  - Lock symbol – to stop a particular piece of information changing unless you have the correct permissions to unlock the detail.
-  - Edit pen symbol – to change information
-  - 2 pages symbol - for duplicating the detail
-  - x symbol - for deleting information
-  - Page with magnifying glass symbol – view information
-  - Triangle symbol – a warning symbol
-  - Cog symbol - for adding more information/settings to your software
-  - Magnifying glass – search field that returns a list of options
-  - Report Icon – for producing a report or viewing an existing report

4. Client Area

The client area is where you can record details about your client that can be shared across the suite.

4.1. Creating New Clients



Those fields marked with a * are the minimum required to complete the process, however if you want to use the client throughout all the applications in the suite then it is recommended that you complete all the **Personal Details** fields.

An example of a new client is shown below:

Title

Name

Address

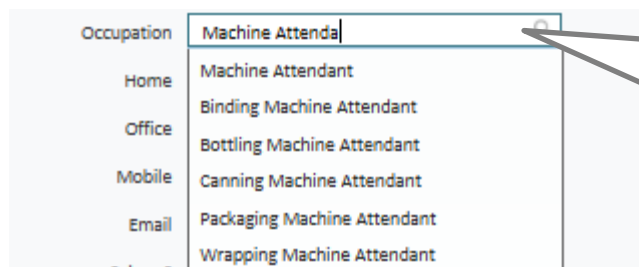
Postcode

Date of Birth

Sex ☐ Male ☐ Female

Smoker ☐ Yes ☐ No

If recording the client's occupation, start typing the first few letters of the occupation and a drop down list with matching occupations will appear:

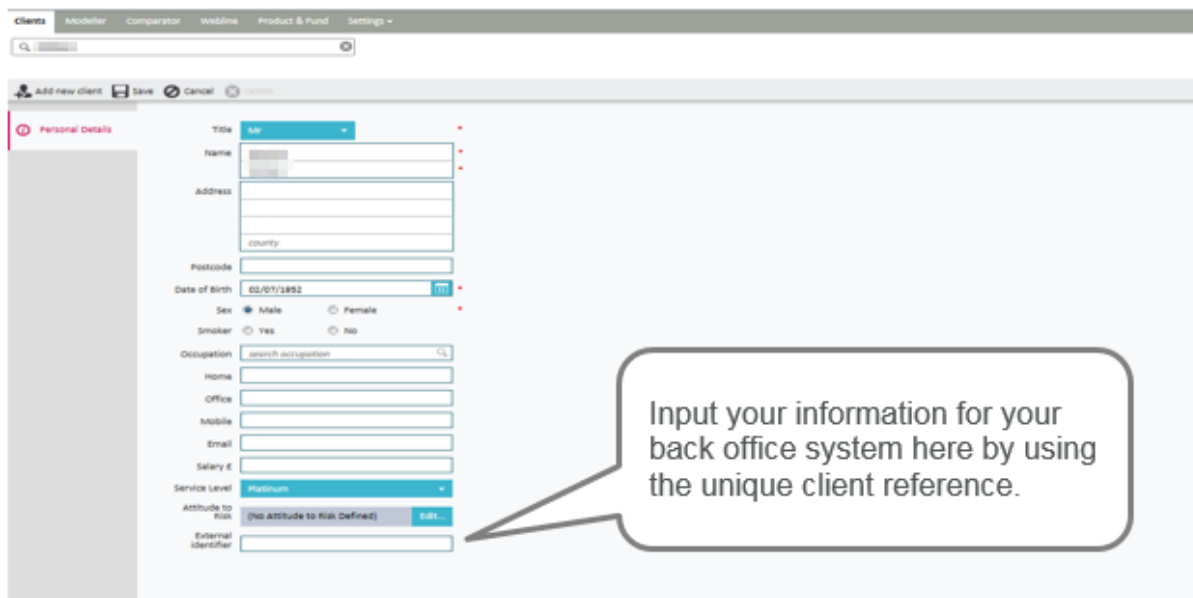


A screenshot of a web form showing a dropdown menu for the 'Occupation' field. The text 'Machine Attenda' is entered in the input box. The dropdown list is open, showing several options: 'Machine Attendant', 'Binding Machine Attendant', 'Bottling Machine Attendant', 'Canning Machine Attendant', 'Packaging Machine Attendant', and 'Wrapping Machine Attendant'. The 'Machine Attendant' option is highlighted.

Start typing. The system will then display a list. Select from the list. If the occupation is not here, use **Unknown**.

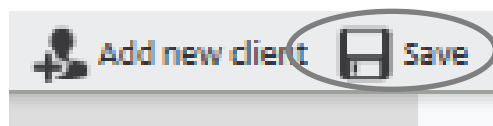
You can also select pre-set **Service Levels** from the drop down menu. Administrator licence holders will be able to amend the Service Levels on the Synaptic Settings tab if required. See the Synaptic Client Administrator Guide for more details.

The **External Identifier** field at the bottom of the screen is for use with a back office system that already integrates with Synaptic.



A screenshot of the 'Add new client' form in the Synaptic system. The form is titled 'Personal Details' and contains various input fields: Title (dropdown), Name, Address, County, Postcode, Date of Birth (02/01/1992), Sex (Male/Female), Smoker (Yes/No), Occupation (search occupation), Home, Office, Mobile, Email, Salary £, Service Level (Platinum), Attitude to Risk (No Attitude to Risk Defined), and External Identifier. A speech bubble points to the 'External Identifier' field with the text: 'Input your information for your back office system here by using the unique client reference.'

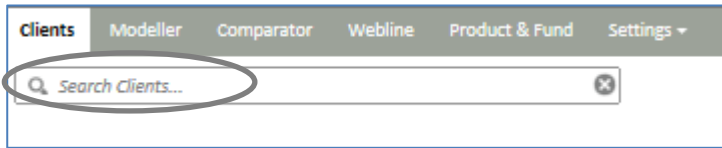
Once all the required fields have been completed, use the **Save** button at the top of the screen:



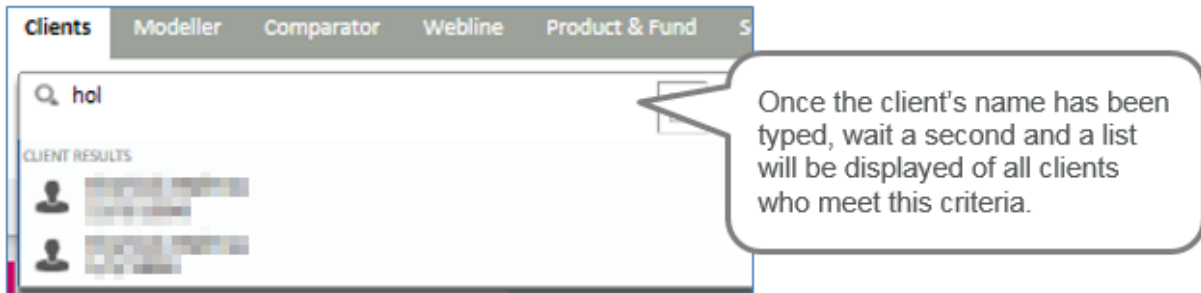
A screenshot of the bottom of the 'Add new client' form. It shows two buttons: 'Add new client' with a plus icon and 'Save' with a floppy disk icon. The 'Save' button is circled in red.

4.2 Finding an Existing Client

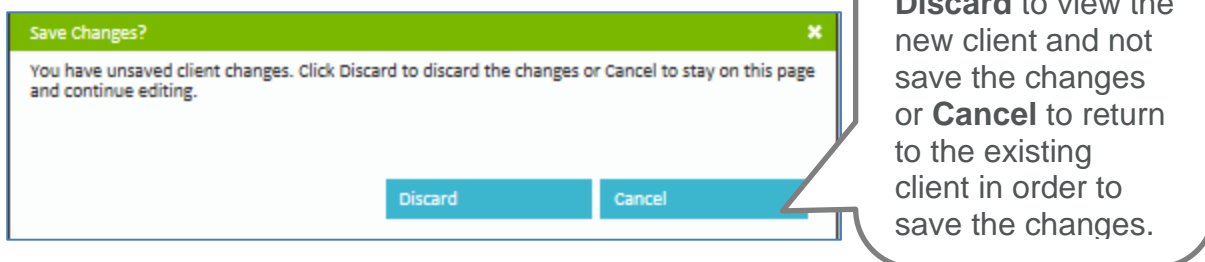
If a client has already been saved in Synaptic, they can be retrieved using the **Search Clients** field below the main tabs bar.



Start by typing in the forename or surname of the client who needs to be found:



If you are in an existing client (and have made changes) and wish to search for a new client you will be presented with the following message:



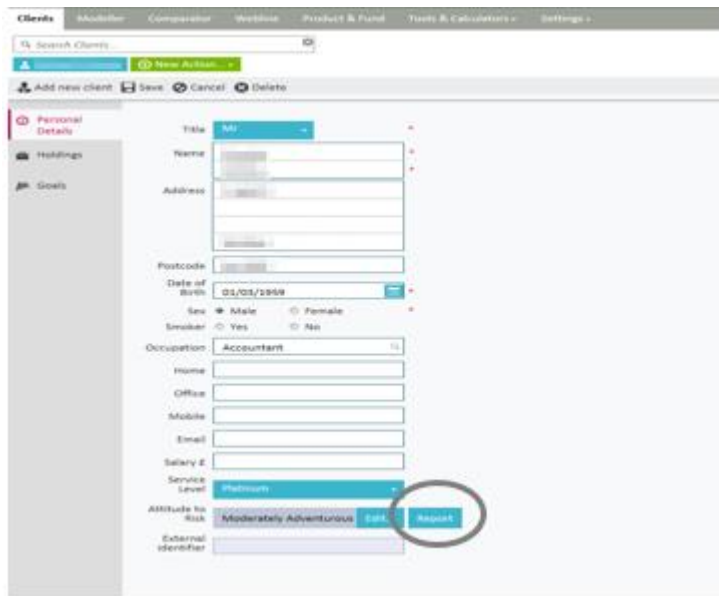
The screenshot shows the 'Add new client' form in the Synaptic system. The 'Personal Details' section is active, showing fields for Title (Mr), Name, Address, Postcode, Date of Birth (02/07/1952), Sex (Male), Smoker (Yes), Occupation, Home, Office, Mobile, Email, Salary £, Service Level (Platinum), Attitude to Risk ((No Attitude to Risk Defined)), and External Identifier. The 'Attitude to Risk' field has an 'Edit...' button next to it.

4.3 Attitude to Risk (ATR)

The client's attitude to risk can either be set manually or decided upon by completion of the questionnaire by clicking on the **edit** button next to the **Attitude to Risk** field.

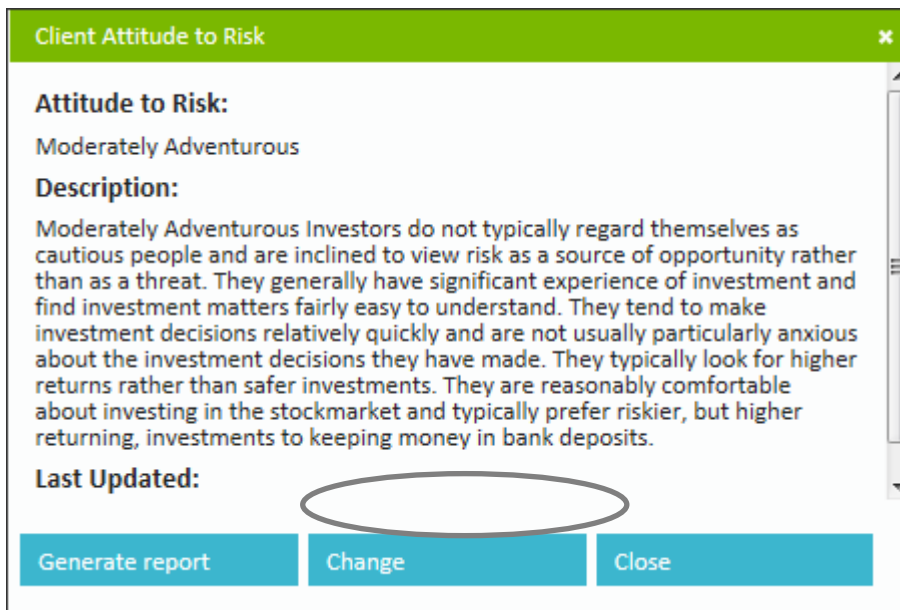
This screenshot is similar to the previous one, but the 'Attitude to Risk' field is highlighted with a red circle, and the 'Edit...' button next to it is also circled in red. The 'Service Level' is set to 'Platinum' and the 'Attitude to Risk' is currently '(No Attitude to Risk Defined)'. The 'Edit...' button is a small blue link.

If a questionnaire has already completed for a client, you can access the report using the report button:



The screenshot shows the 'Personal Details' tab for a client. The 'Attitude to Risk' dropdown is set to 'Moderately Adventurous'. A red circle highlights the 'Report' button next to the dropdown.

You also have the option to run a new questionnaire by selecting the edit tab and then 'change'.



Client Attitude to Risk

Attitude to Risk:
Moderately Adventurous

Description:
Moderately Adventurous Investors do not typically regard themselves as cautious people and are inclined to view risk as a source of opportunity rather than as a threat. They generally have significant experience of investment and find investment matters fairly easy to understand. They tend to make investment decisions relatively quickly and are not usually particularly anxious about the investment decisions they have made. They typically look for higher returns rather than safer investments. They are reasonably comfortable about investing in the stockmarket and typically prefer riskier, but higher returning, investments to keeping money in bank deposits.

Last Updated:

Buttons: Generate report, Change, Close

The client's replies are captured using the dropdown options

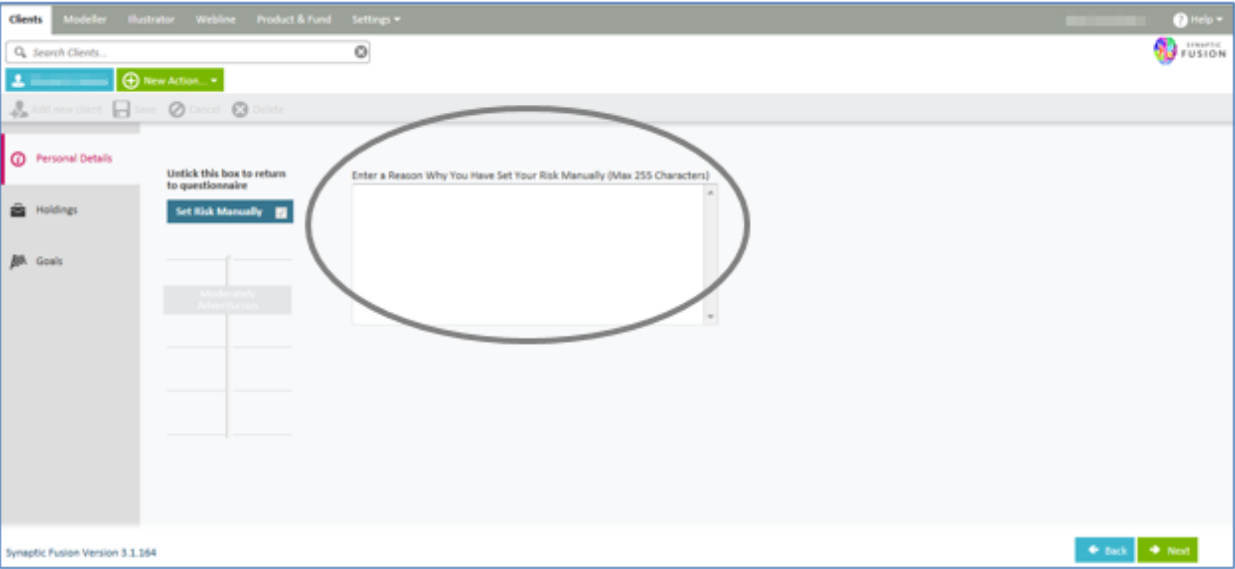
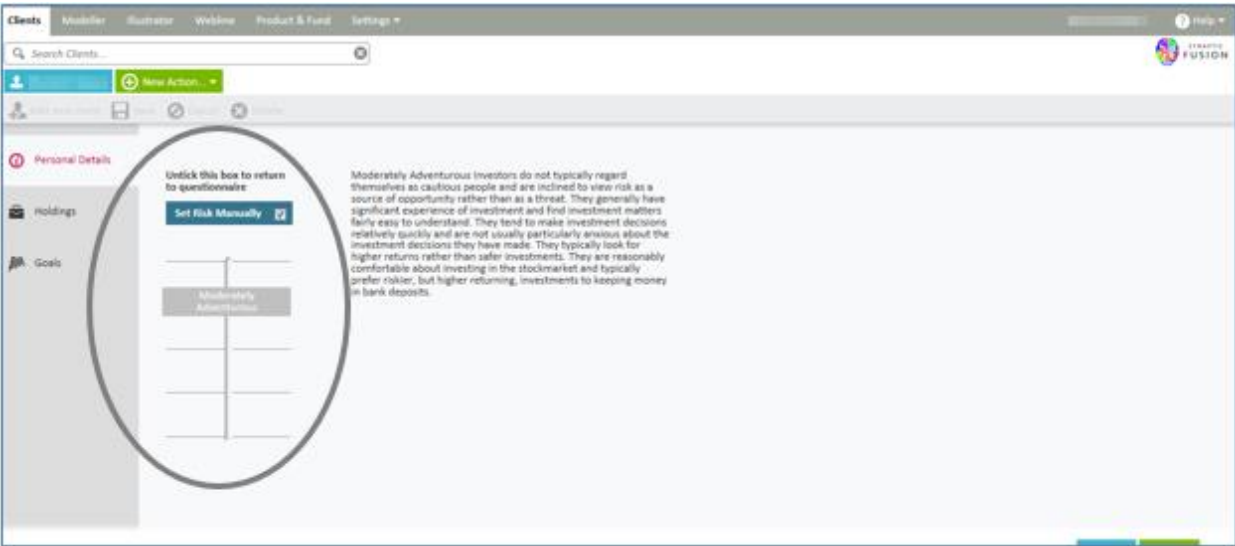
The screenshot displays the Synaptic client questionnaire interface. On the left, there is a sidebar with navigation options: Personal Details, Holdings, and Goals. The main area contains a list of statements with corresponding dropdown menus for responses. A red circle highlights the dropdown menu for the statement "I generally look for safer investments, even if that means lower returns." The dropdown menu options are: Not yet answered, Not yet answered, Strongly Disagree, Disagree, No Strong Opinion, Agree, and Strongly Agree. The current selection is "Disagree".

Statement	Response
People who know me would describe me as a cautious person.	Not yet answered
I feel comfortable about investing in the stockmarket.	Not yet answered
I generally look for safer investments, even if that means lower returns.	Disagree
Usually it takes me a long time to make up my mind on investment matters.	No Strong Opinion
I associate the word "risk" with the idea of "opportunity".	Agree
I generally prefer bank deposits to riskier investments.	Strongly Agree
I find investment matters easy to understand.	Disagree
I am willing to take substantial investment risk to earn substantial returns.	Disagree
I've little experience of investing in stocks and shares.	Agree
I tend to be anxious about the investment decisions I've made.	Disagree
I'd rather take my chances with higher risk investments than increase the amount I'm saving.	Strongly Disagree
I'm concerned by the volatility of stockmarket investments.	No Strong Opinion

On completion of all of the questions click **next** and this will calculate the clients ATR and present you with the description of the ATR to clarify with the client.

Should you wish not to fill out the questionnaire or override the calculated result you can do this by manually moving the slider on the left of the screen.

This will allow you to read through the descriptions of all the ATR levels to decide upon which is the most appropriate for the client. If you choose to manually enter the ATR you will be prompted to enter a reason why you have not used (or overridden) the questionnaire which will display on the report.



4.4 Creating Holdings

It is possible for you to record against a client their current arrangements, we use the generic term “Holdings” to describe these. There are 5 types of Holdings:

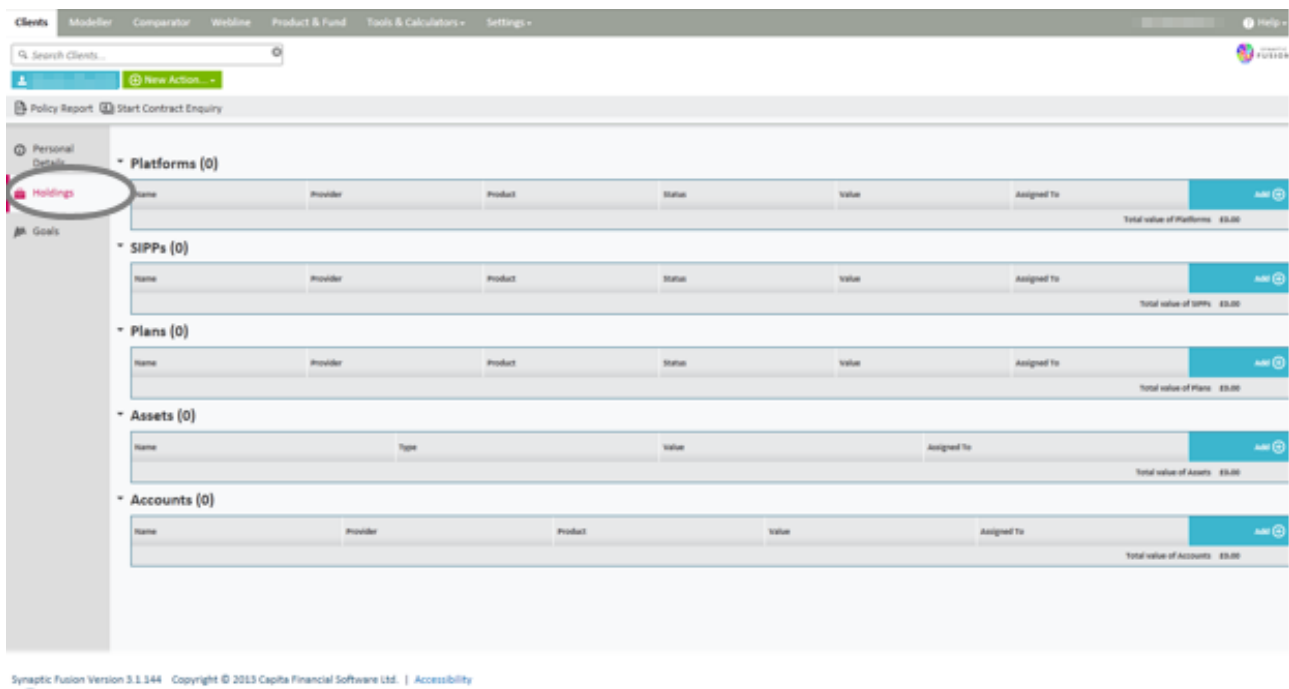
- Platforms
- SIPPs
- Plans
- Assets
- Accounts

This guide will go through them in reverse order from the simplest to the most complex.

Across all holding types there is a field called “Name” that is always mandatory. This is a user defined name for the holding and will be replayed to you elsewhere in the suite when holdings are being used as a quick reference.

If a client has several holdings it is sensible to use an appropriate name to distinguish between holdings of the same type.

To add a **Holding**, click on the **Holdings** tab on the left hand side as shown:



4.4.1 Accounts

These would be things like bank accounts or savings accounts, i.e. Cash Holdings. The software allows you to record account details and the current value together with interest rates.

To add an account click on the add button on following screen:

The screenshot shows the 'Holdings' section of the Synaptic software. It displays a list of holdings including Platforms (1), SIPPs (1), Plans (4), Assets (0), and Accounts (0). The 'Accounts (0)' section is highlighted, and the 'Add' button is circled in red.

Input the account details.

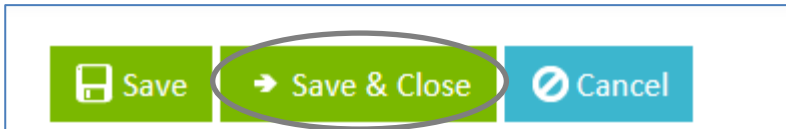
The screenshot shows the 'Account Details' form in the Synaptic software. The form includes the following fields:

- Name: Bank Account
- Provider Name: [Redacted]
- Account Type: Savings account
- Date Opened: 1/12/2013
- Current Value Amount: 0.00
- Interest Rate: 0.00

You can record details of contributions and withdrawals from this **Account** by completing the relevant tabs on the left hand side.

See section 4.4.3 for further information.

Click on **Save and Close**.



The account details will then show as follows:

The screenshot shows the Synaptic Fusion software interface. The left sidebar contains navigation tabs: Personal Details, Holdings, and Goals. The main area displays a table of accounts. The 'Accounts (1)' section is circled in red, highlighting a table with one row: 'Bank Account' with a value of £0.00.

Name	Provider	Product	Value	Assigned To
Bank Account			£0.00	

Total value of Accounts £0.00

4.4.2 Assets

Assets would be physical things i.e. works of art, second homes, vintage cars. These can all be recorded as holdings within Synaptic.

In order for you to be able to represent your client's existing assets, your administrator will need to have created a list of selectable custom assets types for you to choose from.

Please refer to Synaptic Client Administrator Guide for more information about custom asset types.

To add an Asset click on the add button on following screen:

The screenshot shows the 'Goals' section of the Synaptic interface. It contains several expandable sections: 'SIPPs (1)', 'Plans (3)', 'Assets (0)', and 'Accounts (1)'. Each section has a table with columns for Name, Provider, Product, Status, Value, and Assigned To. The 'Assets (0)' section is currently empty, and its 'Add' button is circled in red. The 'Accounts (1)' section shows one account named 'ISA' with a value of £10,000.00.

The screenshot shows the 'New Asset' form. It has a sidebar with 'Details', 'Underlying Assets', and 'Performance' tabs. The 'Details' tab is active, showing the following fields: 'Asset' (a dropdown menu with 'House' selected), 'Name' (a text field with 'Cyprus'), 'Purchase Date' (a date field with '5/11/2008'), 'Current Valuation' section with 'Net Value' (a text field with '250000'), 'Income' (a text field with '0.00'), and 'Income Frequency' (a dropdown menu with 'Monthly' selected).

Input the asset details, the asset drop down box contains all of the custom asset types your administrator has set up for you.

You can view the Underlying Assets for this Asset type and record valuations by completing the relevant tabs.

See section 4.4.3 for further information.

Click on **Save and Close**.



The asset details will then show as follows:

Holdings

Goals

Plans (0)

SIPPs (0)

Total value of Platforms £0.00

SIPPs (1)

Name	Provider	Product	Status	Value	Assigned To	
Pension			In Force	£0.00		<div>ⓘ ⏏ ⚙</div>

Assets (0)

Accounts (0)

Plans (0)

Total value of SIPPs £0.00

Plans (3)

Name	Provider	Product	Status	Value	Assigned To	
Aviva			In Force	£16,416.40		<div>ⓘ ⏏ ⚙</div>
			In Force	£10,000.00		<div>ⓘ ⏏ ⚙</div>
			In Force	£9,752.80	Car School Fees Swimming pool	<div>ⓘ ⏏ ⚙</div>

Total value of Plans £36,169.20

Assets (1)

Name	Type	Value	Assigned To	
House	House	£250,000.00		<div>ⓘ ⏏ ⚙</div>

Total value of Assets £250,000.00

Accounts (1)

4.4.3 Plans

Plans would be any savings or investment products i.e. ISA's, PP's, SIPP's, Bonds etc

To add a plan, click on the add button on following screen:

The screenshot shows the 'Plans' section of the Synaptic interface. It displays a table of existing plans with columns: Name, Provider, Product, Status, Value, and Assigned To. The table is divided into sections for Platforms (3), SIPPs (1), and Plans (4). The 'add' button is circled in red in the top right corner of the Plans section.

Name	Provider	Product	Status	Value	Assigned To
Aviva			In Force	£3.00	
Total value of Platforms: £3.00					
SIPPs (1)					
Pension			In Force	£3.00	
Total value of SIPPs: £3.00					
Plans (4)					
Aviva			In Force	£18,416.40	
			In Force	£10,000.00	
			In Force	£9,752.40	Car School Fees (summing pool)
HSBC			In Force	£92,125.59	Retirement
Total value of Plans: £138,274.39					
Assets (0)					
Accounts (0)					

Input the plan details.

The screenshot shows the 'Plan Details' form. It includes fields for Name, Provider Name, Product Name, Status (set to 'In Force'), Product Category, Contract Number, Start Date, and End Date. A red asterisk indicates a required field. A speech bubble points to the Name field with the text: 'Input the name for the plan which will be used subsequently in the system.'

Buttons at the top include 'New Action...' and 'New Plan'. Below the form, there are buttons for 'Delete' and 'Revert'.

When inputting the **Provider Name** and **Product Name**, a drop down menu will appear to make a selection from, as shown below:

The screenshot shows the 'Plan Details' form with a dropdown menu open for the 'Provider Name' field. The dropdown lists various providers, including M&G, Aberdeen Asset Management, and others. The 'Name' field is also visible, containing 'M&G'.

Field	Value
Name	M&G
Provider Name	M&G
Product Name	Aberdeen Asset Management
Status	In Force
Product Category	Arbutnot Latham
Contract Number	Arjent Limited
Start Date	Artemis Fund Managers
End Date	Avalon Investment Services

If a Provider or Product is not shown in the list then you can simply type in the data you require.

Please note Contract Enquiry will only be available from the relevant providers if selected from the list.

You can record details of contributions and withdrawals, shown below:

The screenshot shows the 'Plan Details' form with the 'Contributions' and 'Withdrawals' sections highlighted. The 'Contributions' section is expanded, showing a table for recording details. The 'Withdrawals' section is also visible.

Field	Value
Name	
Provider Name	
Product Name	
Status	In Force
Product Category	
Contract Number	
Start Date	
End Date	

If the **Contributions** tab is selected, the following screen will show:

Type	Amount	Frequency	Indexation	Start Date	End Date
------	--------	-----------	------------	------------	----------

Use the **Add** button to record the plan contributions.

Type	Amount	Frequency	Indexation	Start Date	End Date
Regular	300	Yearly	None	1/4/2024	
Single	10000			1/4/2024	

You can specify the type of contribution, the amount, the frequency (if regular), whether indexation is in force (if regular) and the start and end date of the contribution (if known).

The **Withdrawals** process is the same as for **Contributions**, as shown above.

Complete the rest of the detail and then click on the **Underlying Assets** tab

Plan Details

Name: M&G

Provider Name: M&G Group

Product Name: M&G ISA

Status: In Force

The EMP does not support contract enquiry for this product

Product Category:

Contract Number:

Start Date: 14/11/2013

End Date:

The underlying assets tab is where you can specify what the plan is made of in terms of funds or asset classes and what the current valuation is.

Once in **Underlying Assets**, you have the choice of selecting valuations from **Contract Enquiry** – subject to the correct licencing permissions and set up being in place. See the Contract Enquiry User Guide for details.

Alternatively, you can select either a **Manual Fund List** or **Manual Asset Class List**, as shown below:

Plan Underlying Assets

Get plan valuation: Contract Enquiry - Electronic Valuation

Funds: Last updated: Contract Enquiry - Electronic Valuation

Non fund related data: Manual Fund List

Contract Enquiry - Manual Asset Class List

Only one Contract Enquiry can be requested for a holding at a time

Fund Name	Units	% of Holding	Value
Aiava Gift S4	300.04	2.51	£397.19
Aiava Henderson Emerging Market Opportunities S4	300.04	3.56	£812.62
Aiava Invesco Perpetual Euro Smaller Companies S4	700.55	11.77	£2,024.45
Aiava With Profits S4	300.08	4.27	£734.17
Aiava Mixed Investment (20-60% Shares) S4	900.18	13.10	£2,253.19

Asset Allocation

Global Equities (ex UK) (23.33%)

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4.4.3.1 Manual Fund Lists

If you wish to enter the funds manually, select “Manual Fund List” from the dropdown menu and then click the **add** button to open the fund search screen where you can add funds individually or select existing portfolios or fund panels to add in bulk. See section 6 for more information on portfolios and panels.

The screenshot displays the 'Plan Underlying Assets' interface. At the top, a navigation bar includes 'Clients', 'Modeller', 'Comparator', 'Webline', 'Product & Fund', and 'Settings'. Below this is a search bar and a 'New Action...' button. The main area is divided into a left sidebar with 'Details', 'Contributions', 'Withdrawals', 'Underlying Assets' (selected), and 'Performance'. The central panel shows 'Get plan valuations: Manual Fund List' and a table with columns 'Fund name', 'Units', '% of holding', and 'Value'. An 'Add' button with a plus icon is circled in the top right of the table. Below the table, there are input fields for 'Current Value' (0.00), 'Transfer/Surrender', and 'Projected Maturity Values' (3%, 5%, 7%).













The fund search screen does two things; the right hand side allows you to search for funds and the left hand side are the funds you have selected to add to the holding.

You can select funds either by dragging and dropping the fund(s) from the right to the left or by double clicking on them which will automatically move them from the right to the left.

In order to search for a fund, start to enter the name of it in the search box. All funds that match what you have typed will appear in the list below for selection.

Add Fund

Fund Search

Citicode		Name	Promoter	
GQLN	 	Skandia BlackRock Balanced Growth Portfolio SP	Skandia Life	 
BX89	 	Scot Eq Invesco Perp Stockmarket Managed Pn	Aegon/Scottish Equitable	 
GGKP	 	AXA LE Standard Life Global Index Linked Bond	AXA Life Europe	 

Fund Search
Portfolios & Fund Panels

Name
GGKP

Universe
Entire Universe

Limit to
All

Sector

Promoter

☒ Parent Fund
☐ Child Fund

... AXA LE Standard Life Global Index Linke

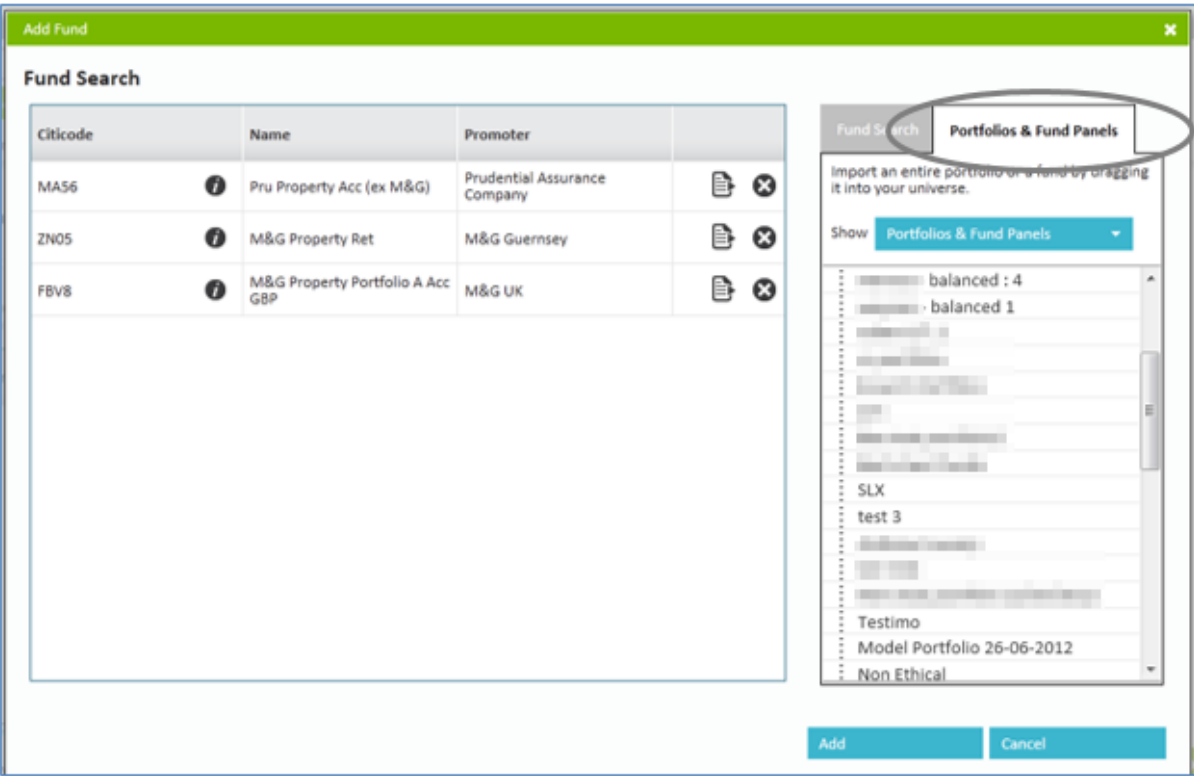
Add
Cancel

Funds that have already been selected will be “greyed out” in the search results.

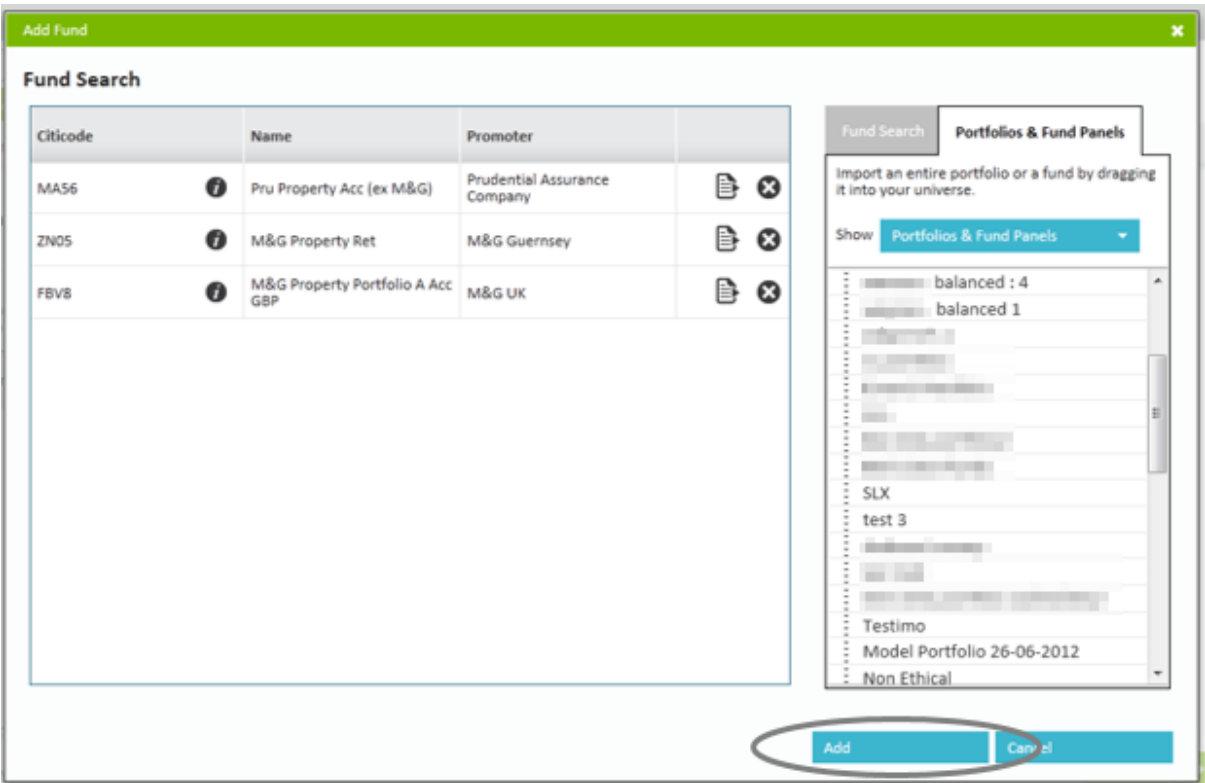
Alternatively you can select entire portfolios or panels (or indeed any fund contained within it) by selecting the “Portfolios & Fund Panels” tab on the right hand side.

This will present you with the list of all existing portfolios and panels you have.

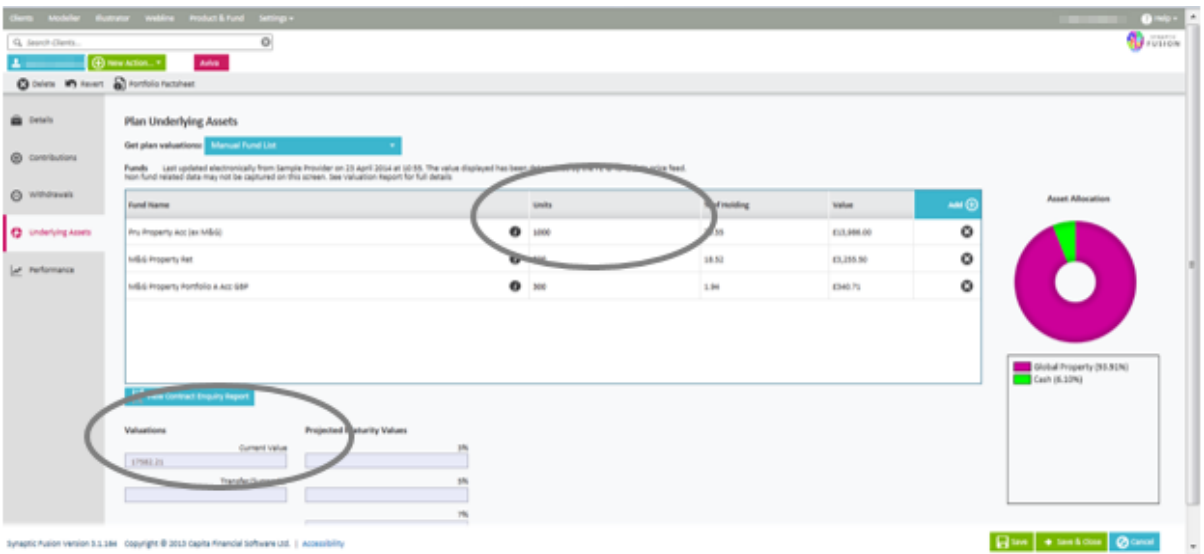
From there you can drag & drop the entire portfolio or by clicking (once) on a portfolio or panel it will display the individual funds that make it up for you to select them individually.



Once you have selected all the funds that the client has click on the **add** button to add them to plan.

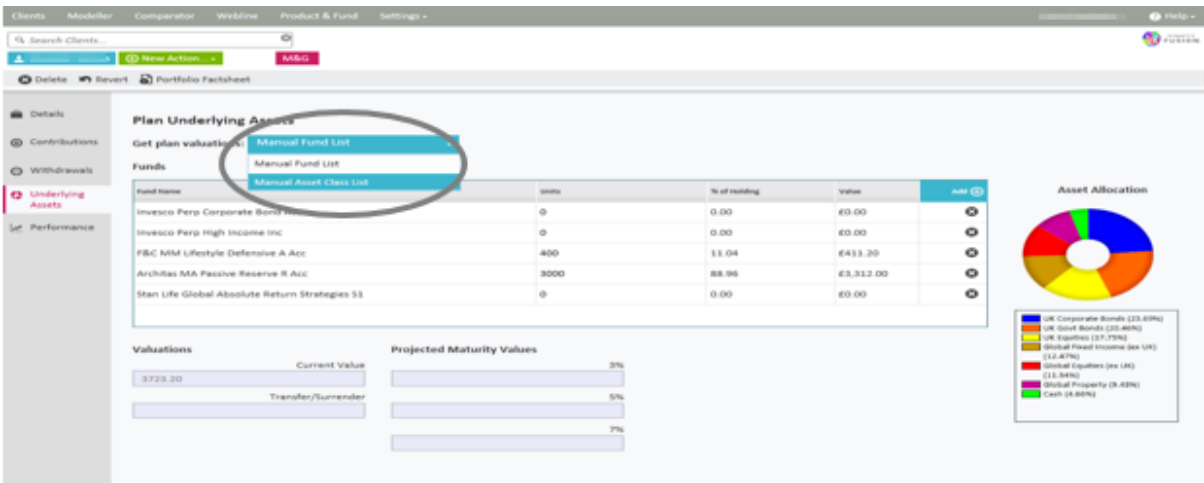


This will then allow the number of units to be added in for each of the funds selected and a valuation calculated, as shown below:



4.4.3.2 Manual Asset Class Lists

If you select the **Manual Asset Class List** option, as shown below:



The following screens will allow you to **add** in **Asset Classes**.

The screenshot shows the 'Plan Underlying Assets' interface. The 'Add' button in the 'Asset Classes' table is circled in red. The interface includes a sidebar with 'Underlying Assets' selected, a top navigation bar, and a main content area with a table for asset classes and a section for valuations.

Asset Name	% Allocated	Value

Valuations

Current Value: 3723.20

Transfer/Surrender:

Projected Maturity Values

3%

5%

7%

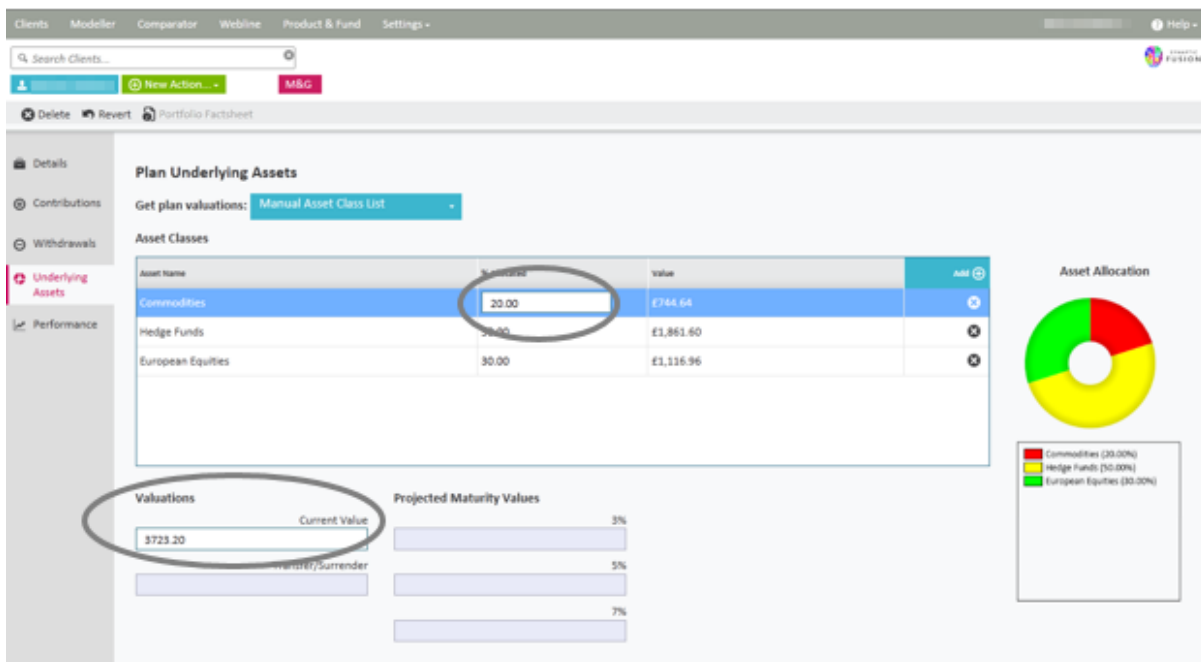
Select from the list of asset classes configured in the system as shown below:

The screenshot shows the 'Add Asset Class' dialog box. It contains a list of asset classes with checkboxes. The following asset classes are selected:

- Commodities
- Hedge Funds
- European Equities

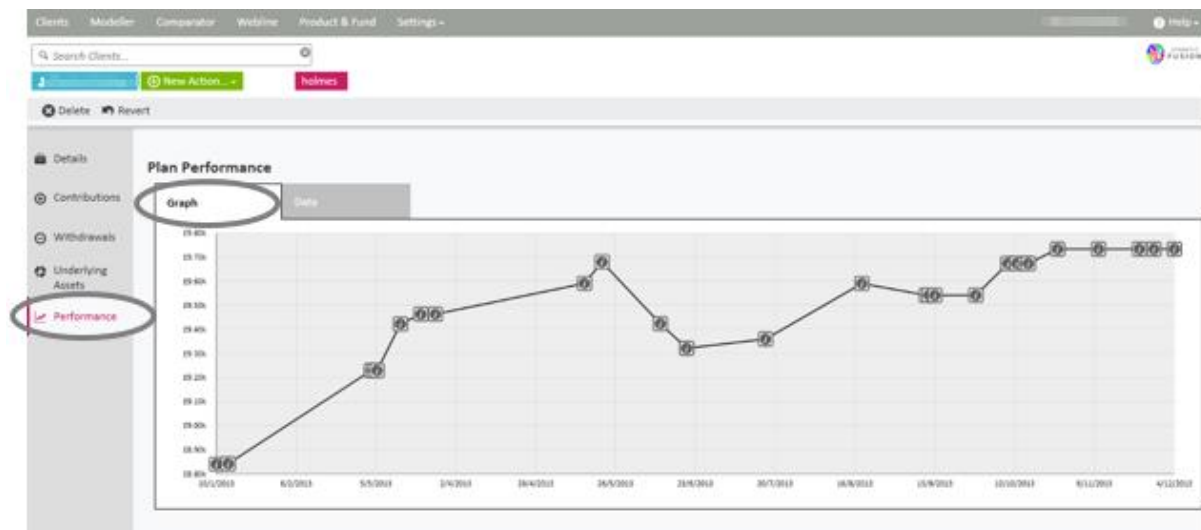
The 'Add' button is highlighted.

Then add in the percentage allocated to each class and the total valuation, this will then calculate the value of each class.



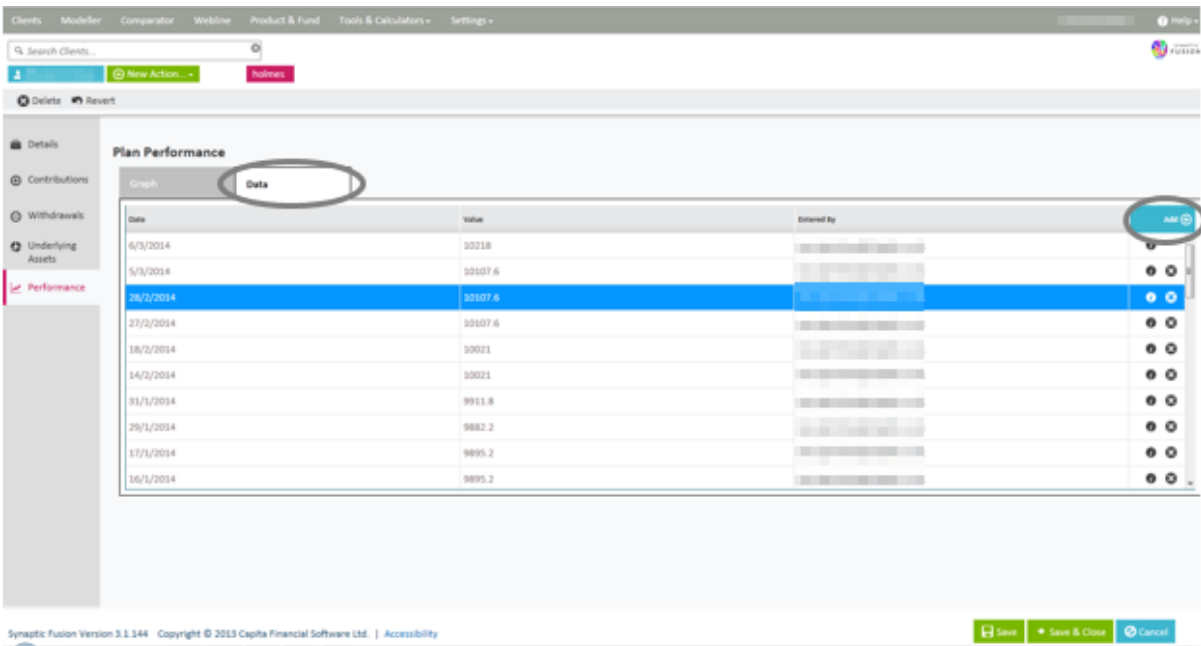
Once you have all the funds or asset classes click on the **Performance** tab.

The **Performance** tab, if selected shows a graph with historic valuations as detailed below in the following screen shot.



A valuation point is stored every time you go to the **Underlying Assets** page. Each time you access the page the prices of the funds in a portfolio are updated with the latest prices. The more often you view the holding the more often the valuation points will be stored.

Alternatively you can add historic valuation points to the graph by selecting the **Data** tab and pressing add.



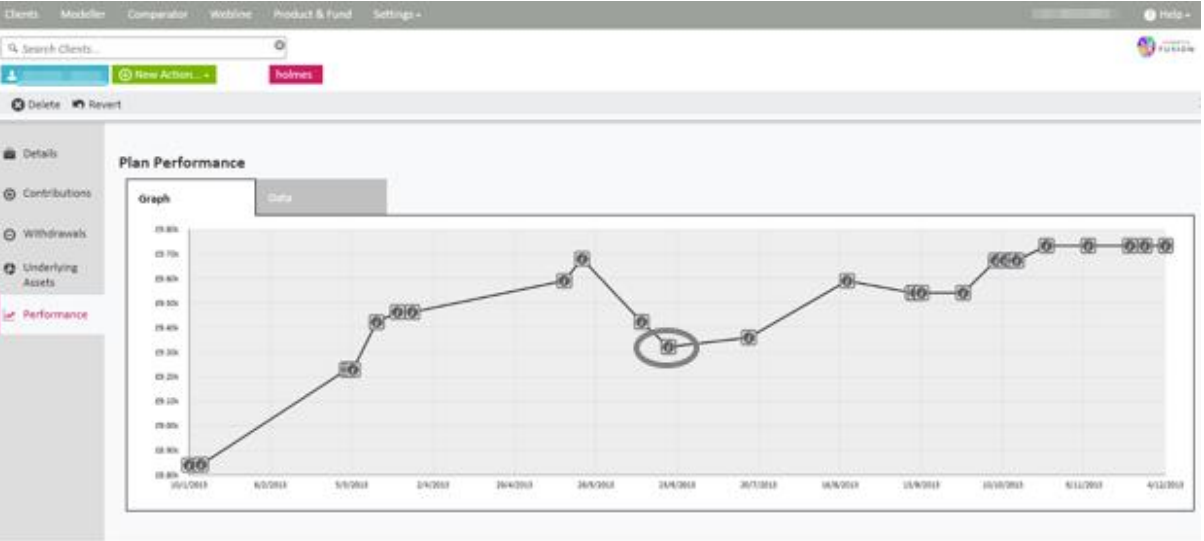
The 'Add Value Point' dialog box is shown, allowing the user to enter a new valuation. The 'Value' field contains '50000' and the 'Valuation Date' field contains '4/3/2012'. There are 'Ok' and 'Cancel' buttons at the bottom.

Value	Valuation Date
50000	4/3/2012

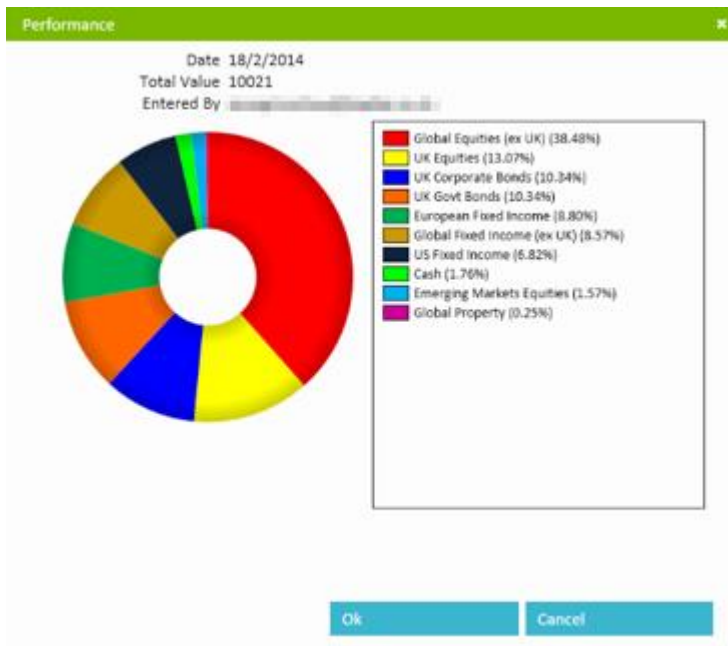
You can also use the information buttons to view an historic valuation.

Plan Performance

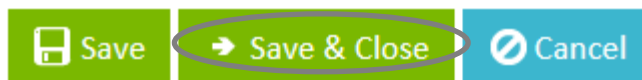
Date	Value	Entered By	AMT
6/3/2014	10218		
1/3/2014	10107.6		
26/2/2014	10107.6		
27/2/2014	10107.6		
18/2/2014	10021		
14/2/2014	10021		
11/1/2014	9911.8		
29/1/2014	9882.2		
17/1/2014	9895.2		
16/1/2014	9895.2		



The valuation data will include value, date and asset allocation along with how the valuation point was created (either manually, automatically or via contract enquiry).



When you have completed editing click on **Save and Close**



The plan details will then show as follows:

Policy Report Start Contract Enquiry

Personal Details

Holdings

Goals

Plans (0)

SIPPs (0)

Total value of Platforms: £0.00

SIPPs (1)

Name	Provider	Product	Status	Value	Assigned To	ADD
Pension	Scottish Widows	The Retirement Account - Initial Adviser Charging	In Force	£0.00		ADD

Assets (0)

Accounts (0)

Plans (0)

Total value of SIPPs: £0.00

Plans (4)

Name	Provider	Product	Status	Value	Assigned To	ADD
Aviva	Sample Provider	PORTFOLIO STEP DOWN OPTION	In Force	£16,416.40		ADD
	M&G Group	M&G Unfettered Fund of Funds	In Force	£10,000.00		ADD
	Friends Provident	Bond	In Force	£8,333.80	Car School Fees	ADD
M&G	M&G Group	M&G ISA	In Force	£3,723.20	Swimming pool	ADD

Total value of Plans: £38,473.40

4.4.4 Single Invested Personal Pensions

Plans, Assets and Accounts form the building blocks for SIPP's. In order to input a SIPP as a holding you need to add a SIPP and then add the Plans, Assets or Accounts as part of that SIPP.

To add a SIPP click on the **Add** button on following screen:

The screenshot shows the 'Holdings' section of the Synaptic interface. On the left sidebar, 'Holdings' is selected. The main area displays a table for 'Platforms (1)' with columns: Name, Provider, Product, Status, Value, and Assigned To. Below this table, there are expandable sections for 'Assets (0)', 'Accounts (0)', 'Plans (0)', and 'SIPPs (0)'. The 'SIPPs (0)' section is expanded, showing a table for 'SIPPs (1)' with columns: Name, Provider, Product, Status, Value, and Assigned To. The 'Add' button is circled in the top right corner of the 'SIPPs (1)' table.

Input the SIPP details

The screenshot shows the 'SIPP Details' form. At the top, there are 'Delete' and 'Revert' buttons. The form has a sidebar with 'Details' selected, and other tabs for 'SIPP Holdings', 'Underlying Assets', and 'Performance'. The main form fields are:

- Name: Aviva
- Provider Name: Aviva Wrap UK Ltd
- Product Name: Aviva Wrap Pension Portfolio
- Contract Number: [Empty field]
- Status: In Force
- Start Date: 18/11/2013
- End Date: [Empty field]

There is a button labeled 'Get details via Contract Enquiry' below the Contract Number field.

Then select **SIPP Holdings** using the following tab:

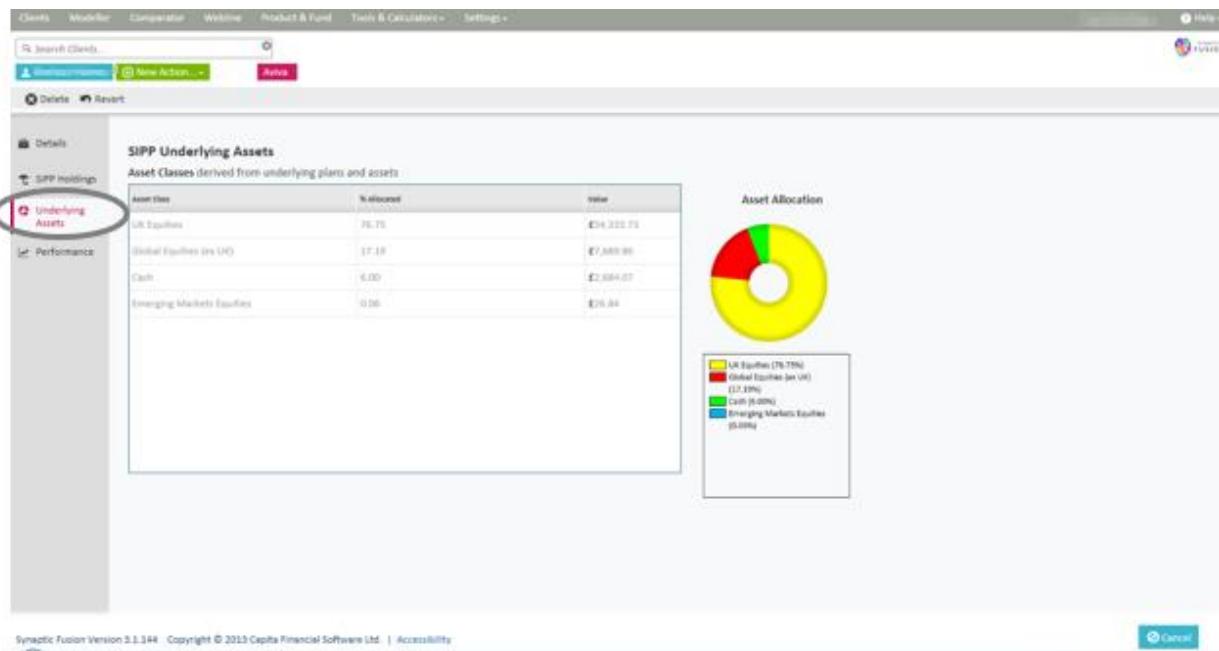
The screenshot shows the 'SIPP Details' form in the Synaptic system. The left-hand navigation menu has 'SIPP Holdings' selected and circled in red. The main form area contains the following fields: Name (Aviva), Provider Name (Aviva Wrap UK Ltd), Product Name (Aviva Wrap Pension Portfolio), Contract Number (empty), Status (In Force), Start Date (18/11/2013), and End Date (empty). A 'Get details via Contract Enquiry' button is located below the Contract Number field.

Once in the tab, you have the option of adding in **Plans, Assets and Accounts** using the **Add** button.

The screenshot shows the 'SIPP Holdings' tab in the Synaptic system. The left-hand navigation menu has 'SIPP Holdings' selected. The main form area shows three empty tables: 'Plans (0)', 'Assets (0)', and 'Accounts (0)'. Each table has an 'Add' button circled in red. The 'Plans (0)' table has columns: Name, Provider, Product, Status, Value, Assigned To, and a Total value of Plans of £3.00. The 'Assets (0)' table has columns: Name, Type, Value, Assigned To, and a Total value of Assets of £3.00. The 'Accounts (0)' table has columns: Name, Provider, Product, Account #, Value, Assigned To, and a Total value of Accounts of £3.00.

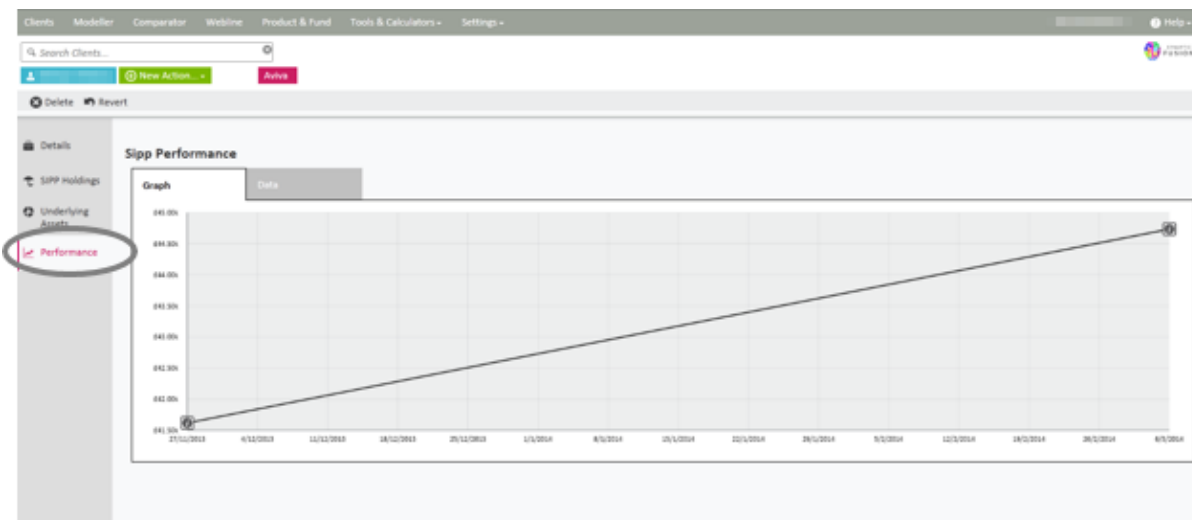
Follow the instructions for plans, assets or accounts as above.

You also have the option of accessing the **Underlying Assets** tab to give an overall picture of the plans, assets and accounts that make up the SIPP.



You can also access the **Performance** tab, from here you can see the overall performance of the SIPP.

You should note that it is only possible to create valuation points within the plans, assets or accounts that make up the SIPP and not the SIPP itself.



Once completed click on **Save and Close**



The SIPP details will then show as follows:

The screenshot shows the Synaptic client interface. The top navigation bar includes 'Clients', 'Modeler', 'Comparator', 'Workflow', 'Product & Fund', and 'Settings'. A search bar is present. The left sidebar has 'Personal Details', 'Holdings', and 'Goals'. The main content area is titled 'Platforms (1)' and contains a table with columns: Name, Provider, Product, Status, Value, and Assigned To. The table has one row: 'Aviva' with 'Aviva Wrap Pension Portfolio' as the product, 'In Force' status, and a value of '£0.00'. Below the table, there are expandable sections for 'Assets (0)', 'Accounts (0)', 'Plans (0)', and 'SIPPs (0)'. A red circle highlights the 'Add' button in the top right corner of the table.

Name	Provider	Product	Status	Value	Assigned To
Aviva			In Force	£0.00	

Assets (0)
Accounts (0)
Plans (0)
SIPPs (0)

Total value of Platforms: £0.00

4.4.5 Platforms

You can input a Platform as a holding. It works in the same way that SIPPs do in the sense that it is made from Plans, Assets and Accounts but also SIPPs.

To add a platform, you would click on the **Add** button on following screen:

The screenshot shows the Synaptic client interface with the 'Platforms' section expanded. The 'Add' button is circled in red. The table has columns: Name, Provider, Product, Status, Value, and Assigned To. The table has one row: 'Aviva' with 'Aviva Wrap Pension Portfolio' as the product, 'In Force' status, and a value of '£0.00'. Below the table, there are expandable sections for 'Assets (0)', 'Accounts (0)', 'Plans (0)', and 'SIPPs (0)'. A red circle highlights the 'Add' button in the top right corner of the table.

Name	Provider	Product	Status	Value	Assigned To
Aviva			In Force	£0.00	

Assets (0)
Accounts (0)
Plans (0)
SIPPs (0)

Total value of Platforms: £0.00

Input the platform details.

When inputting the provider and platform, a drop down menu will appear to make a selection from, as shown below:

ClientsModellerComparatorWeblineProduct & FundSettings +

Search Clients...

Person icon

 New Action...

New Platform

DeleteRevert

Details

Platform HoldingsUnderlying AssetsPerformance

Platform Details

Name

Provider

Platform

Contract Number

Status

Start Date

SK

In Force

Please enter a provider and contract number to enable contract enquiry

Once completed, you can click on the **Platform Holdings** tab and input **SIPP, Plans, Assets and Accounts** by using the **Add** button, as shown below in the following screens:

ClientsModellerComparatorWeblineProduct & FundSettings +

Search Clients...

Person icon

 New Action...

Standa

DeleteRevert

Details

Platform HoldingsUnderlying AssetsPerformance

Platform Details

Name

Provider

Platform

Contract Number

Status

Start Date

1234567

In Force

The EMP does not support contract enquiry for this product

ClientsModellerComparatorWeblineProduct & FundSettings +

Search Clients...

Person icon

 New Action...

Standa

DeleteRevert

Details

Platform HoldingsUnderlying AssetsPerformance

Platform Holdings

Get policy valuation by: Manual SIPPs, Plan and Asset Entry

SIPPs (0)

Name	Provider	Product	Status	Value	Assigned To	Add
Total value of SIPPs						

Plans (0)

Name	Provider	Product	Status	Value	Assigned To	Add
Total value of Plans						

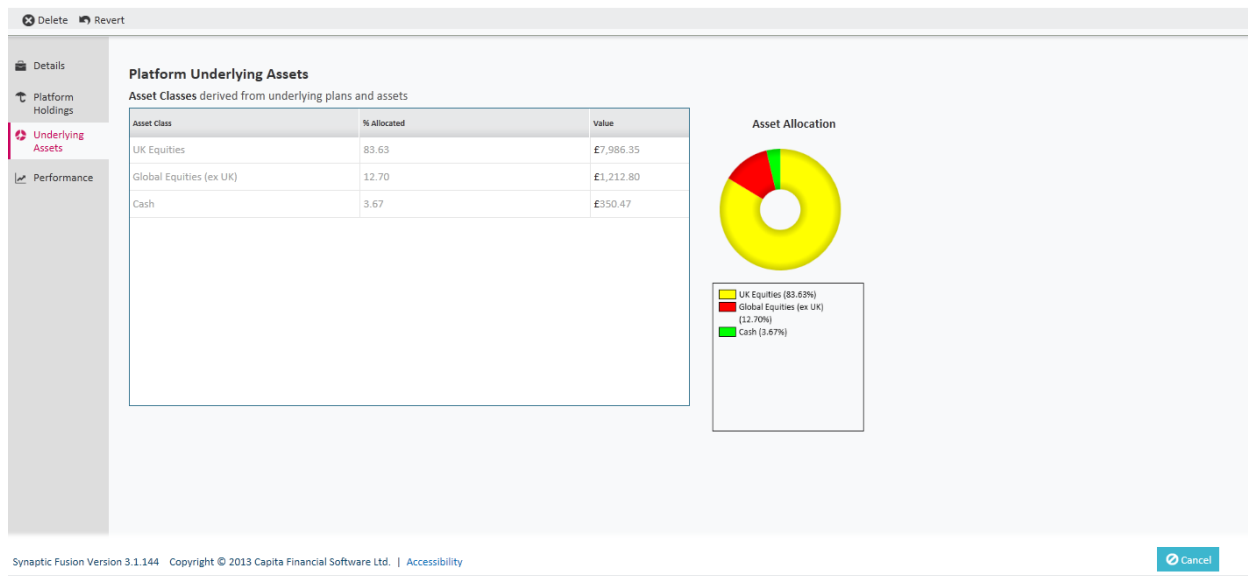
Assets (0)

Name	Type	Value	Assigned To	Add
Total value of Assets				

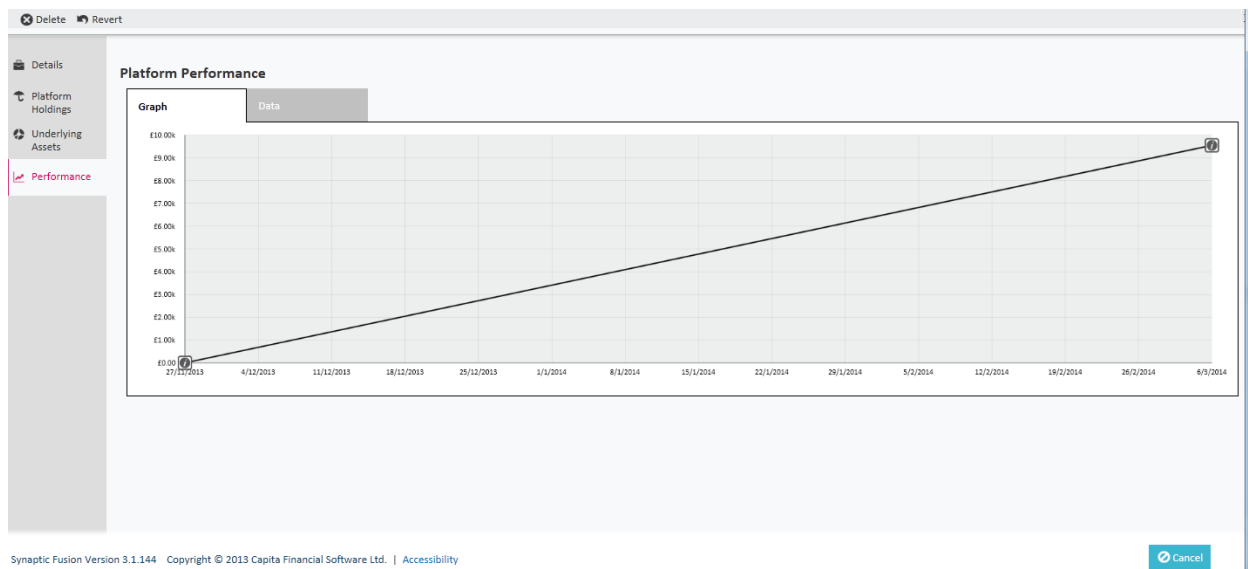
Accounts (0)

Name	Provider	Product	Account #	Value	Assigned To	Add
Total value of Accounts						

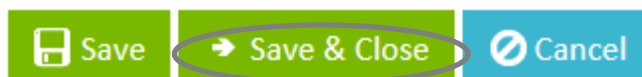
You also have the option of accessing the **Underlying Assets** tab from here.



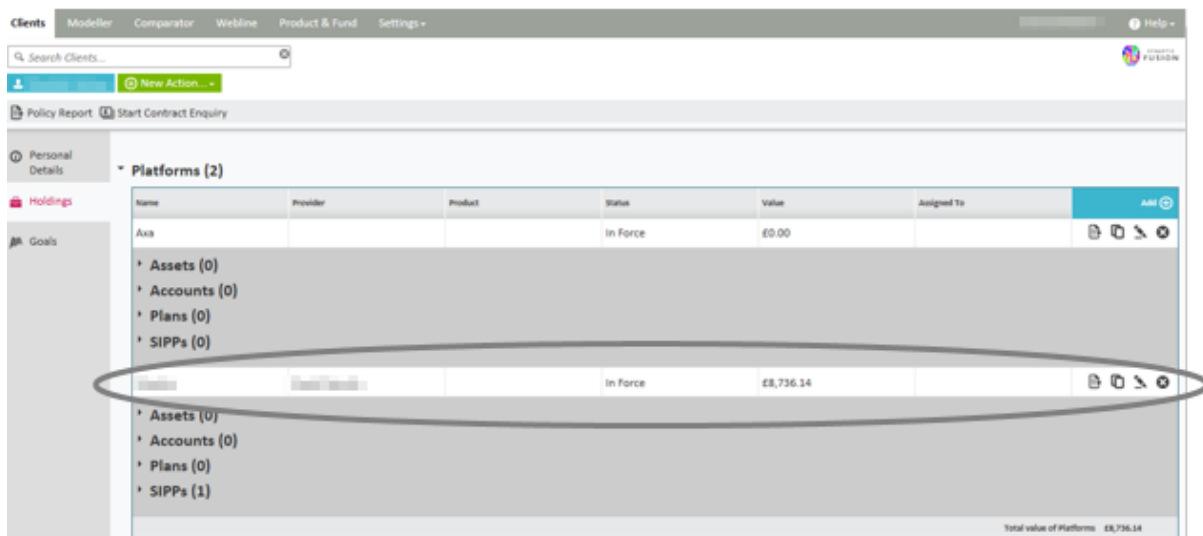
And also access the **Performance** tab. As with SIPPs the underlying asset data and valuation points are created in the underlying plans, assets and accounts. The view you see on these screens is everything “added” together to represent the holistic position.



Once completed, click on **Save and Close**



The platform will then show as follows:

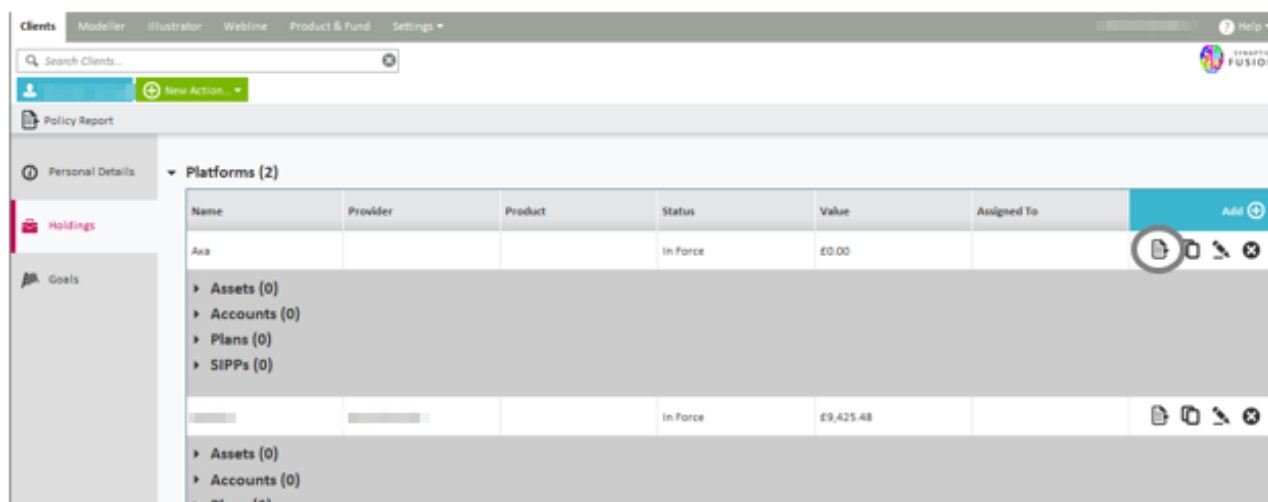


Name	Provider	Product	Status	Value	Assigned To	AM
Axa			In Force	£0.00		[Icons]
▶ Assets (0) ▶ Accounts (0) ▶ Plans (0) ▶ SIPP's (0)						
			In Force	£8,736.14		[Icons]
▶ Assets (0) ▶ Accounts (0) ▶ Plans (0) ▶ SIPP's (1)						

Total value of Platforms: £8,736.14

4.4.6 Policy Reports

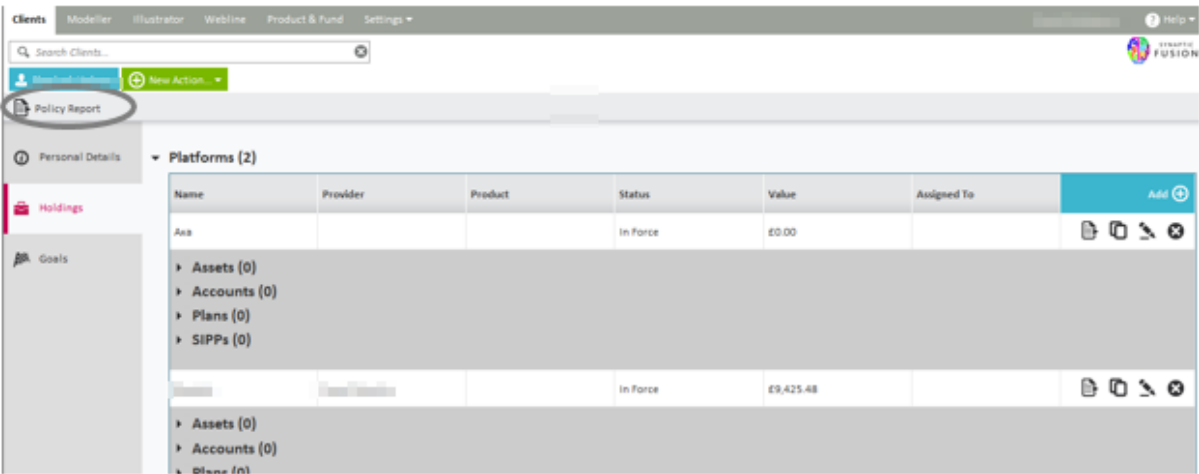
Once you have finished entering holdings it is possible to access the data in report form which can be used to give to the client. You can produce an individual report for any holding by clicking on the report icon in the holdings screen as shown below:



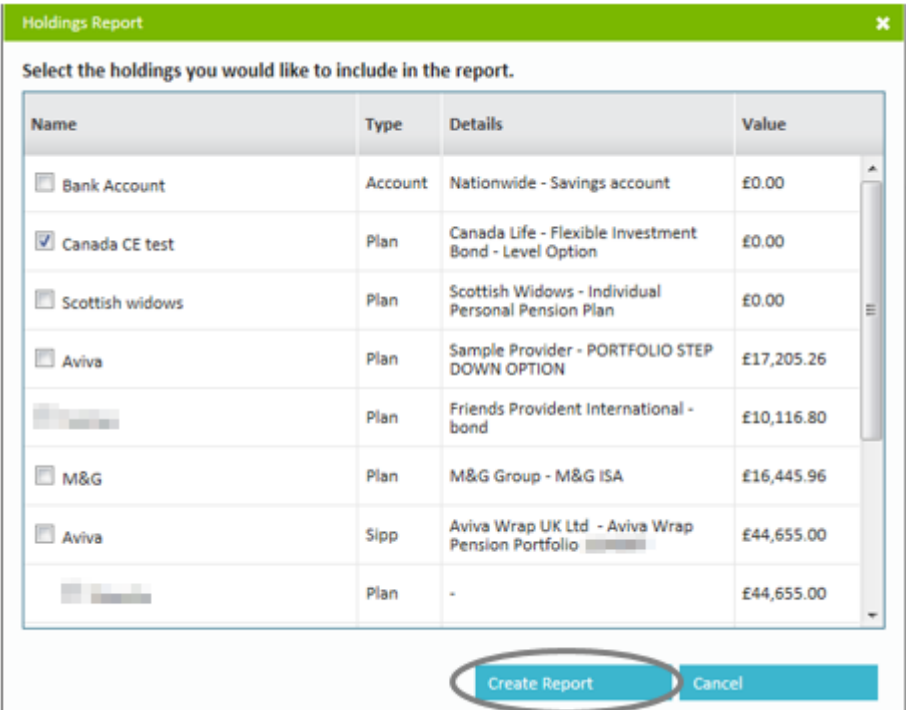
Name	Provider	Product	Status	Value	Assigned To	AM
Axa			In Force	£0.00		[Report Icon] [Icons]
▶ Assets (0) ▶ Accounts (0) ▶ Plans (0) ▶ SIPP's (0)						
			In Force	£9,425.48		[Icons]
▶ Assets (0) ▶ Accounts (0) ▶ Plans (0)						

Alternatively you can produce a combined policy report on any number of the holdings you have entered. The report will contain an overview of all the holdings selected at the start of the report and then the data for the individual selected holdings after. This report is designed to give the client a holistic view of their holdings.

To produce this report click on the **Policy Report** button above the tabs on the left of the screen.



You will then need to select which holdings you would like included in the report



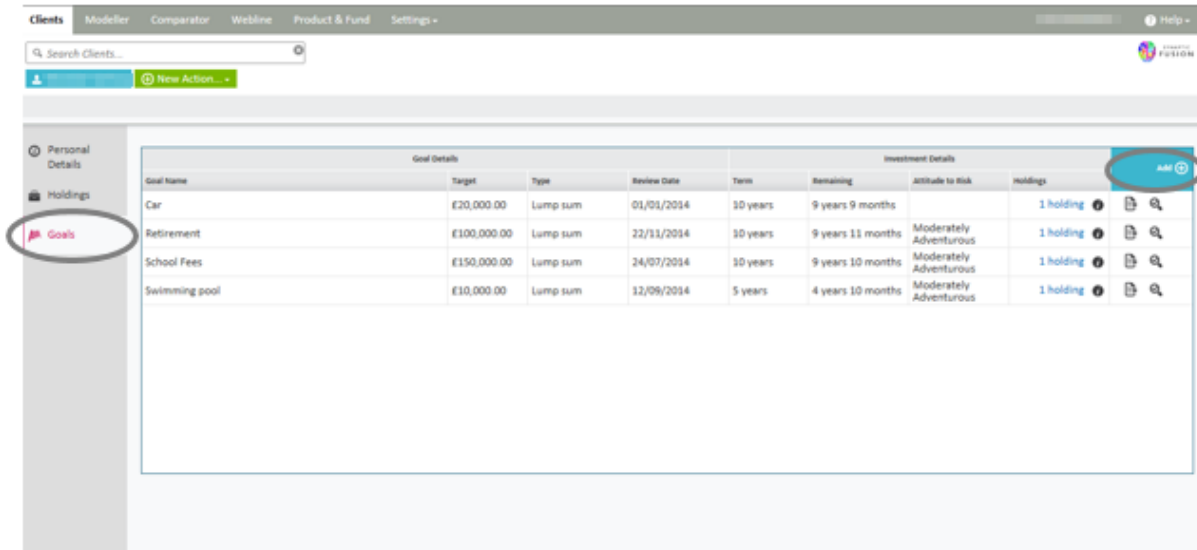
4.5 Creating Goals

You have the ability to create **Goals** for a client, this is for use within Modeller which is an Investment Planning and Risk Profiling tool as mentioned in section 2.1.

For full details regarding Modeller please refer to the Synaptic Modeller User Guide.

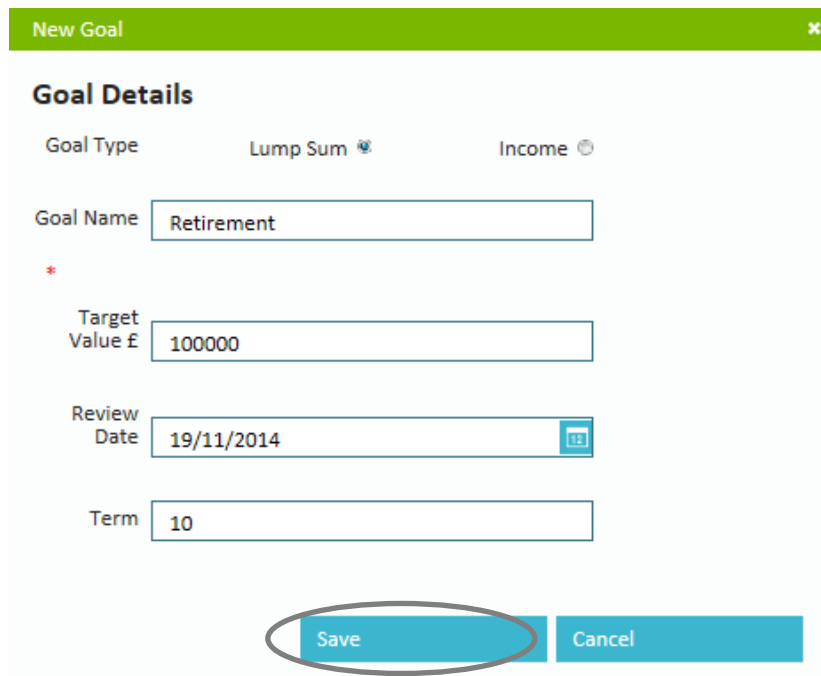
The screen shots below show how to start the journey to create **Goals**.

Once in the **Goals** screen, click on the **Add** button to create a new **Goal** as shown below:



Goal Details				Investment Details			
Goal Name	Target	Type	Review Date	Term	Remaining	Attitude to Risk	Holdings
Car	£20,000.00	Lump sum	01/01/2014	10 years	9 years 9 months	Moderately Adventurous	1 holding
Retirement	£100,000.00	Lump sum	22/11/2014	10 years	9 years 11 months	Moderately Adventurous	1 holding
School Fees	£150,000.00	Lump sum	24/07/2014	10 years	9 years 10 months	Moderately Adventurous	1 holding
Swimming pool	£10,000.00	Lump sum	12/06/2014	5 years	4 years 10 months	Moderately Adventurous	1 holding

The following screen will appear for completion, then click on **Save**:



New Goal ✕

Goal Details

Goal Type ☒ Lump Sum ☐ Income

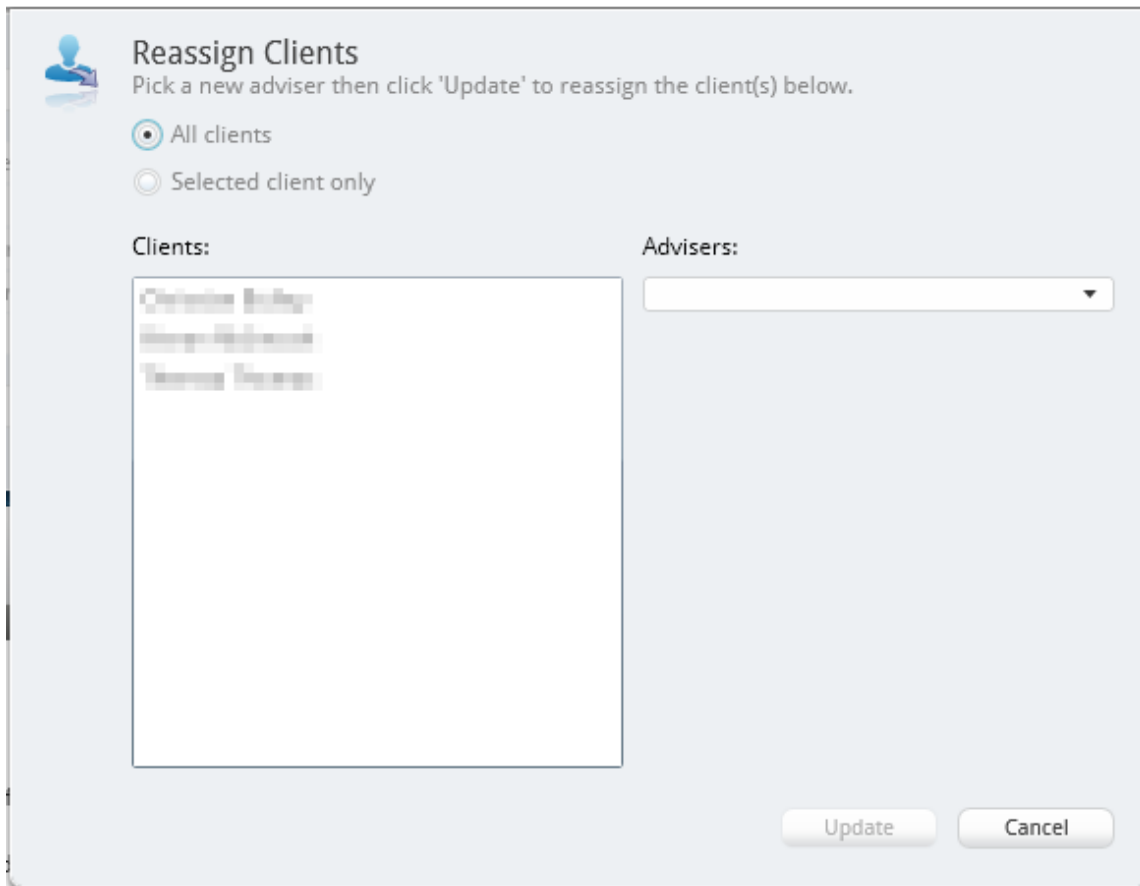
Goal Name

* Target Value £

Review Date

Term

The **Goal** will then appear, as shown below:



Reassign Clients
Pick a new adviser then click 'Update' to reassign the client(s) below.

☒ All clients
☐ Selected client only

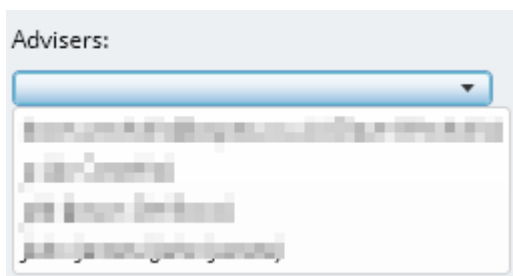
Clients:
 [List of clients: Christine Bailey, Margaret McDonald, Thomas Thomas]

Advisers:
 [Dropdown menu]

[Update] [Cancel]

The options are:

- All clients – will move all the clients from one adviser to another
 - Selected client only – will only move the client that you have selected
- Confirm which adviser the client(s) is going to be transferred to.

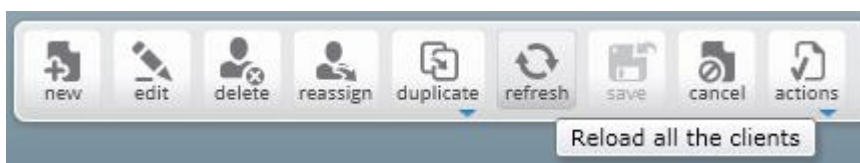


Advisers:

[Dropdown menu showing list of advisers]

Once the adviser has been selected, click the **Update** button.

If the adviser, to whom these clients are being assigned is on Comparator/Illustrator when this is being done, he or she will need to click on the **Refresh** button on toolbar to be able to see these clients.



new edit delete reassign duplicate refresh save cancel actions

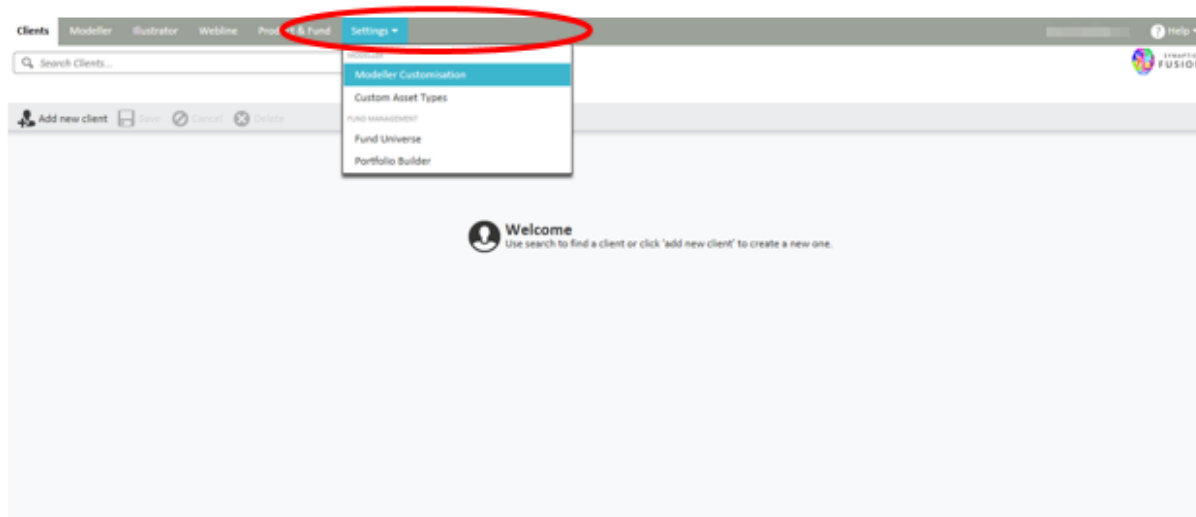
Reload all the clients

If the adviser, to whom these clients are being assigned is not on Comparator/Illustrator when this is being done, the next time he or she logs on they will be able to see the assigned clients.

This will move all the activities with the client and any research completed by the previous adviser will remain in the previous adviser's name.

5 'Settings' tab

Within the 'settings' tab there are several options as shown below in the following screen.



5.1 Modeller Customisation

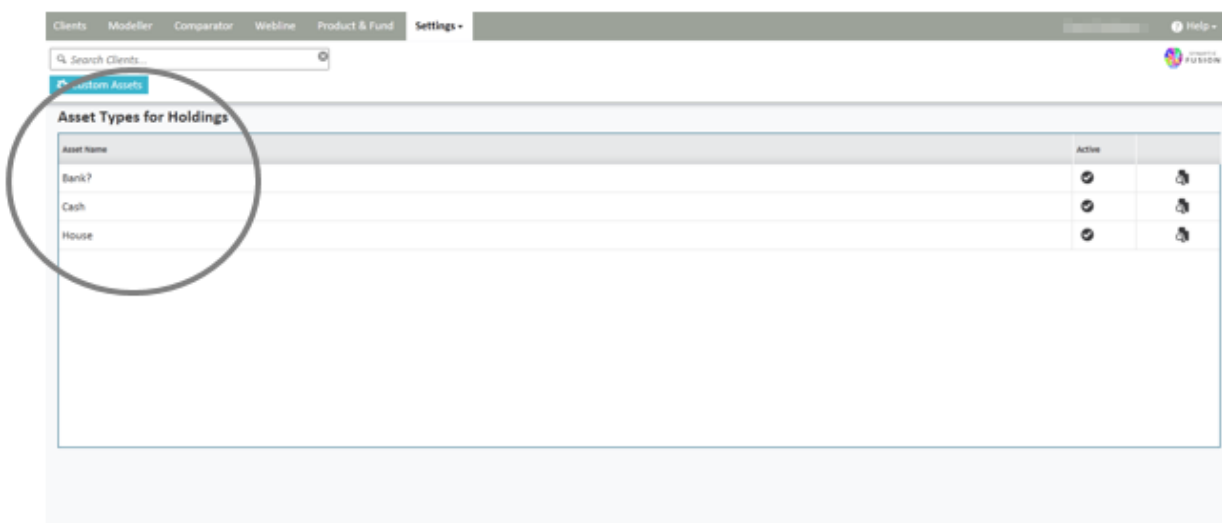
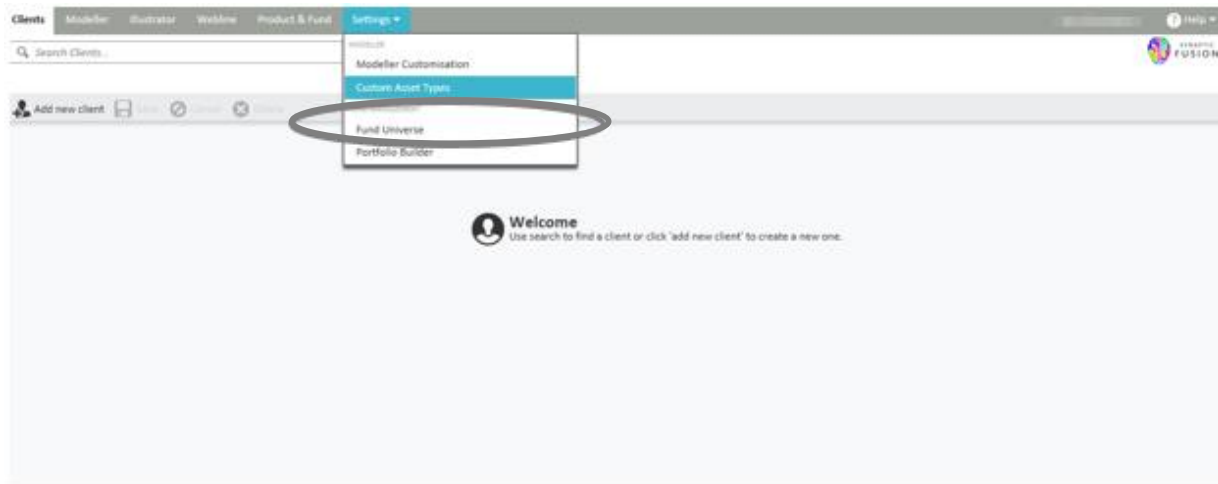
From here you can have a 'read only' view of the investment strategy that is deployed in your system which includes the ATR questionnaire and the Asset Allocation mappings.

You would need to be an 'Investment Strategy Administrator' to create Investment strategies. Please refer to the Synaptic Investment Strategy Customisation Guide for more information.

5.2. Custom Asset Types

From here you can have a 'read only' view of the custom asset types created at your organisation or inherited from your parent organisation.

- An asset type must exist before you can create an asset of this type for a client.
- You need to be an 'Administrator' in order to create an Asset type.

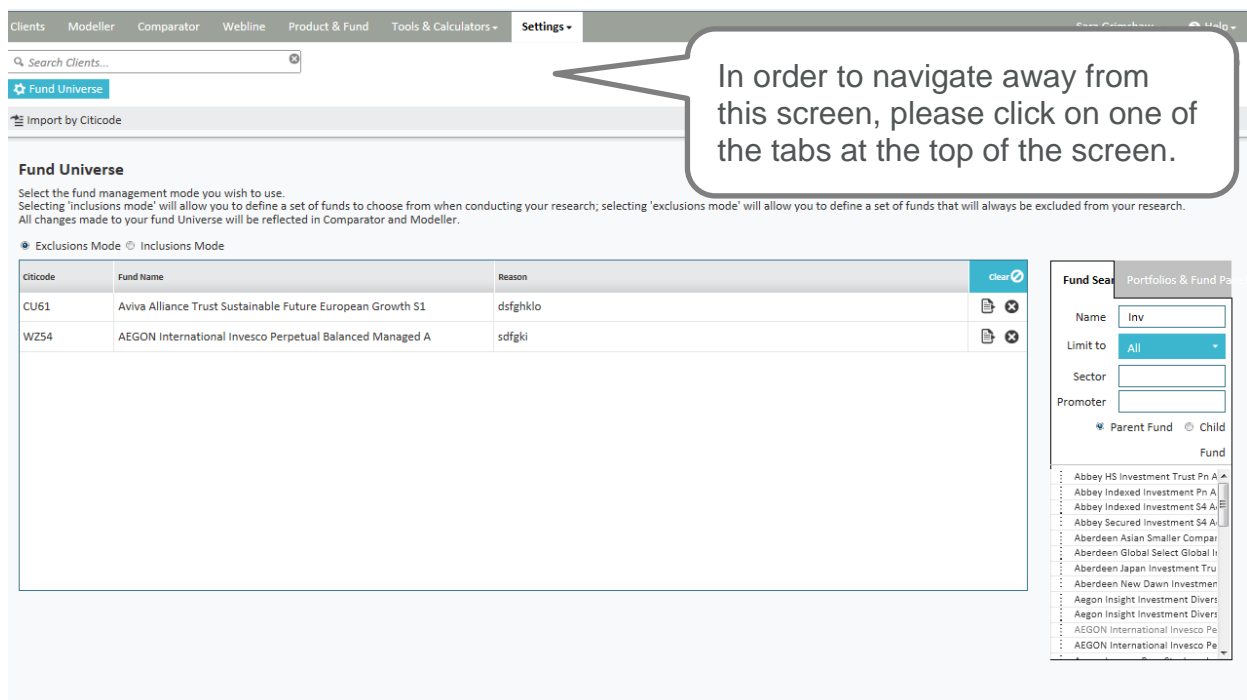
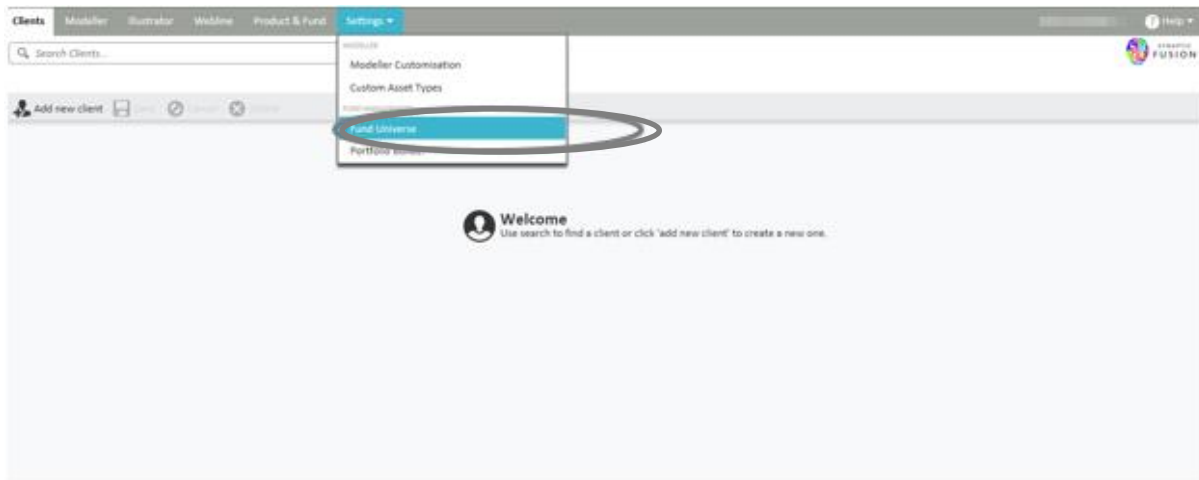


5.3 Fund Universe

From here you can have a 'read only' view of whether you have a restricted list of funds within the software.

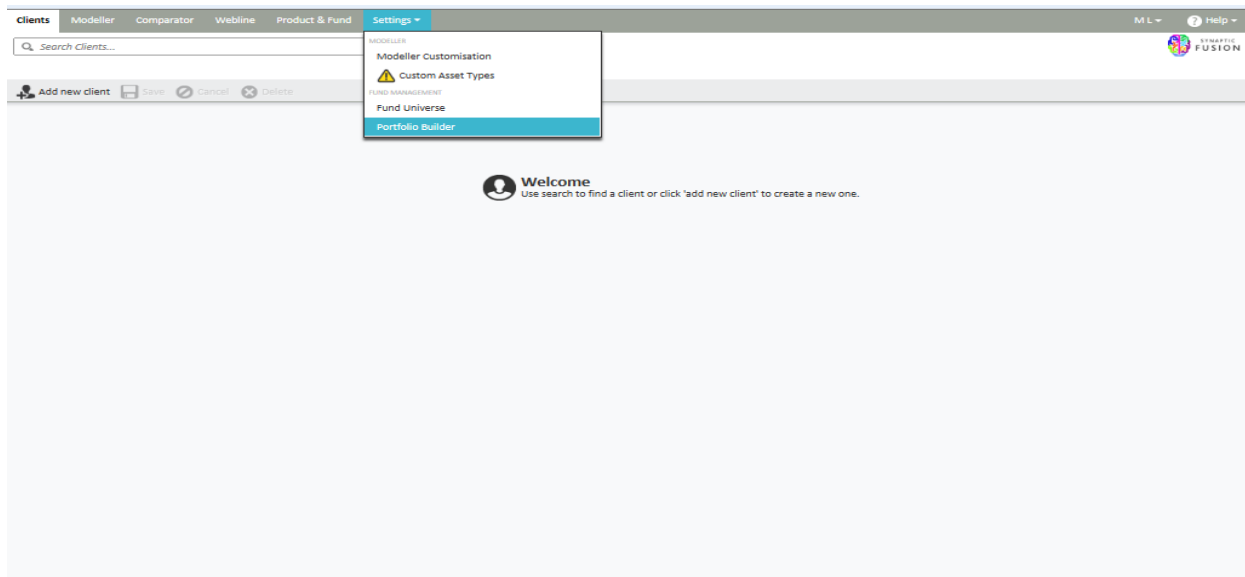
If this is set to 'inclusion' mode, the funds on screen will be the only funds available for you to use in the applications. If it is set to 'exclusion' mode then the funds on screen will be the funds that you are not able to use in the applications.

You need to be an 'administrator' in order to set the fund universe.



6. Portfolio Builder

You must have a separate Portfolio Builder licence in order to use this part of the software. You can build and store different portfolios within the software and these can be shared with other members of your organisation. If you view a portfolio that you have not created, then this will be a 'read only' copy.



When you initially access **Portfolio Builder** you will be presented with a list of all the portfolios you have access to.

An example of this screen is shown below:

Name	Type	Sharing	Model?	Risk	Owner	Add
internal	Portfolio	Internal	No	None	MLH Associates	
test	Portfolio	Internal	No	Risk Averse	MLH Associates	
share at MLH public	Portfolio	Public	No	Risk Averse	MLH Associates	
share at MLH internal	Portfolio	Internal	No	Risk Averse	MLH Associates	

There are three different options for you regarding this screen:

- 1 Creating a new portfolio or panel
- 2 Editing an existing portfolio or panel
- 3 Viewing/copying a portfolio or panel you inherit

6.1 Difference between Portfolio & Panel

A portfolio has a 'weighting' in each fund and as such the portfolio will have an asset allocation and portfolio factsheets can be produced.

A panel has no 'weightings' and therefore is just a list of funds. You would use a panel when you want to create a list of funds for example as an 'approved' list or a 'recommended' list of funds.

You can create as many portfolios or panels as you like and identify them by having a different name for each portfolio or panel.

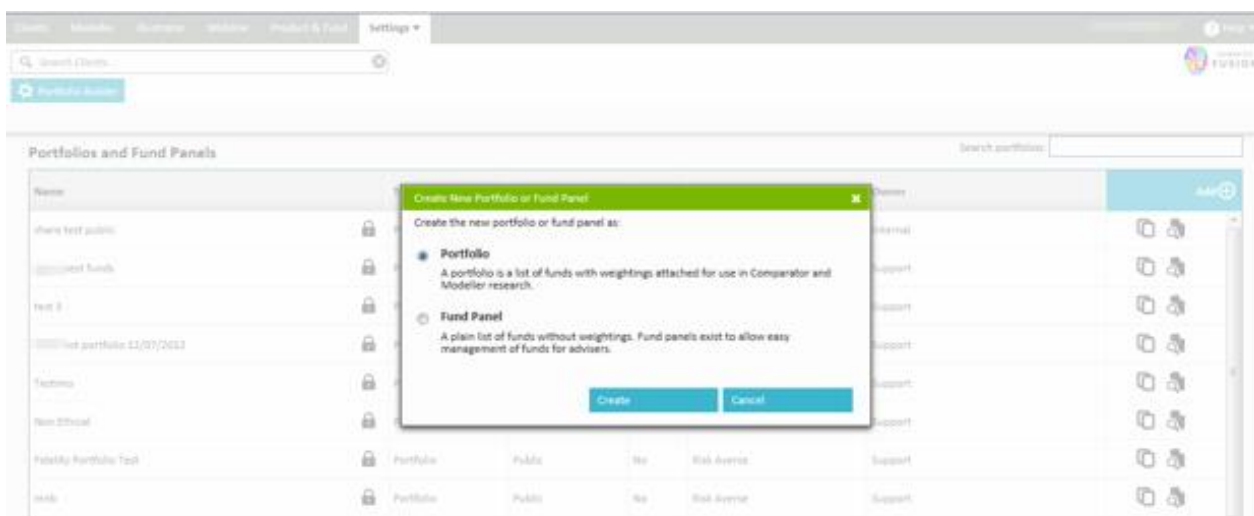
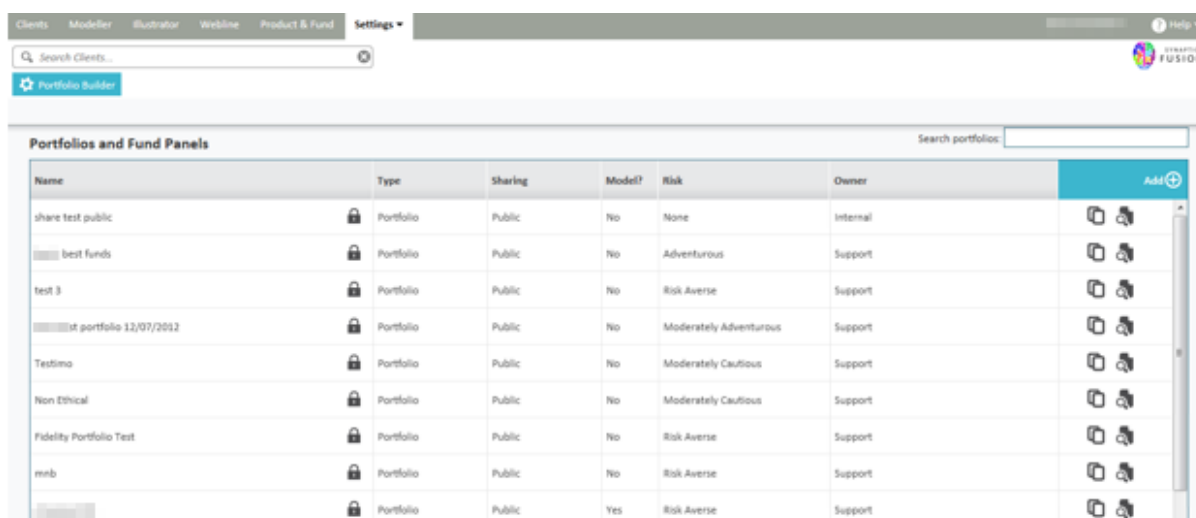
6.2. Adding a new Portfolio/Panel

You may see four possible symbols:

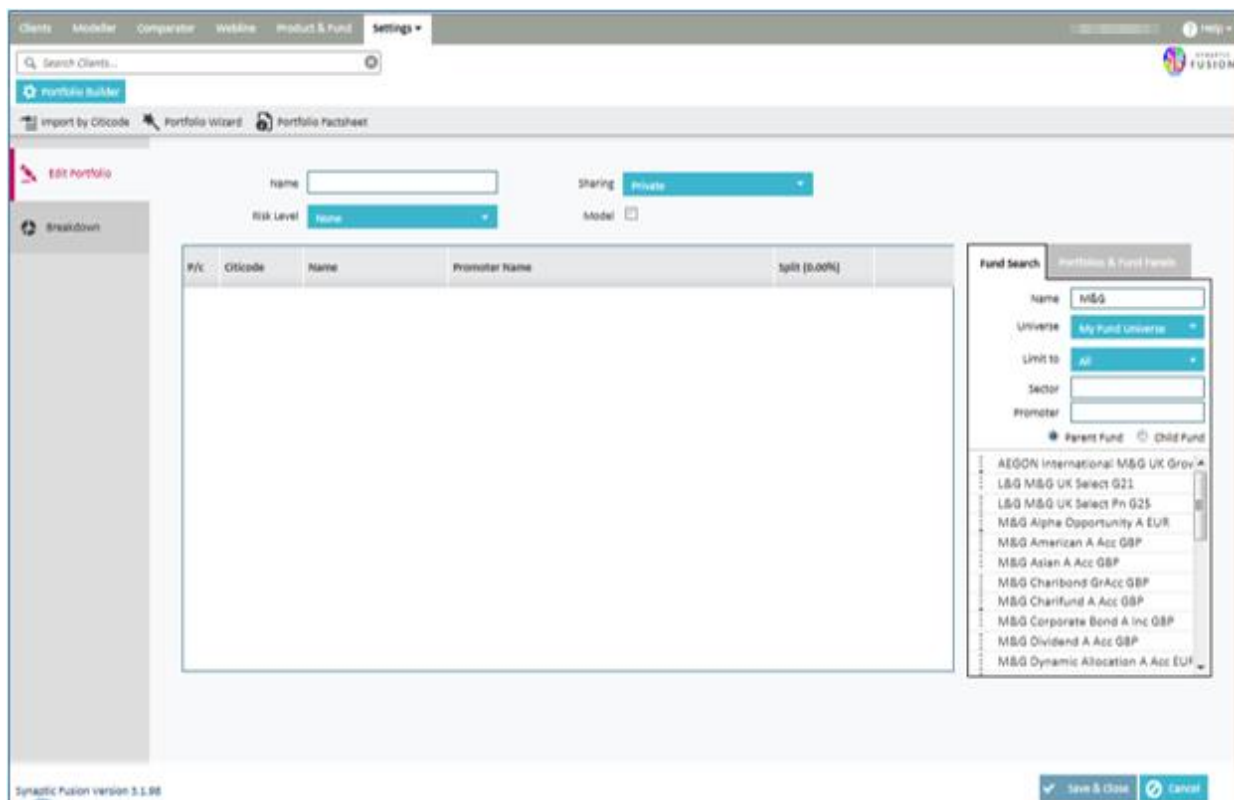
- Edit pen
- Delete cross
- View magnifying glass
- Duplicate 2 page symbol

All of which have been mentioned earlier in this guide.

Alternatively, you can add a new portfolio/panel by clicking **Add** as shown in the screen shot below and following the instructions:



You can then make your selection from either an existing fund panel/portfolio or by searching for an individual fund in the fund search area as shown below:

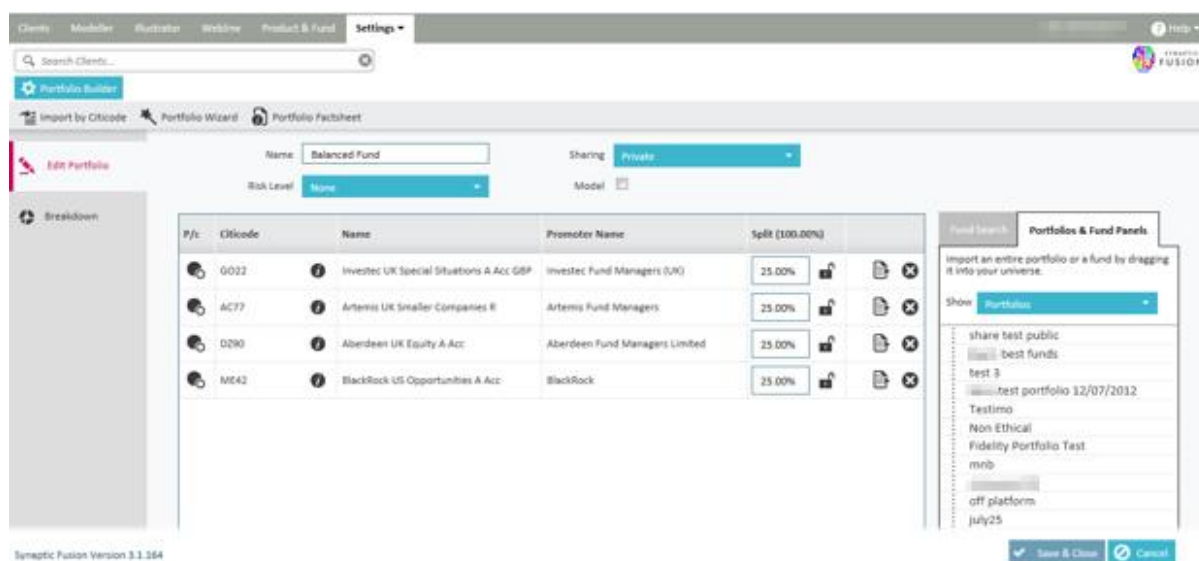


When using the fund search option you can either enter the name of the fund or the Citicode in the **name** field.

You are required to input a minimum of three characters in order for the search to be initiated.

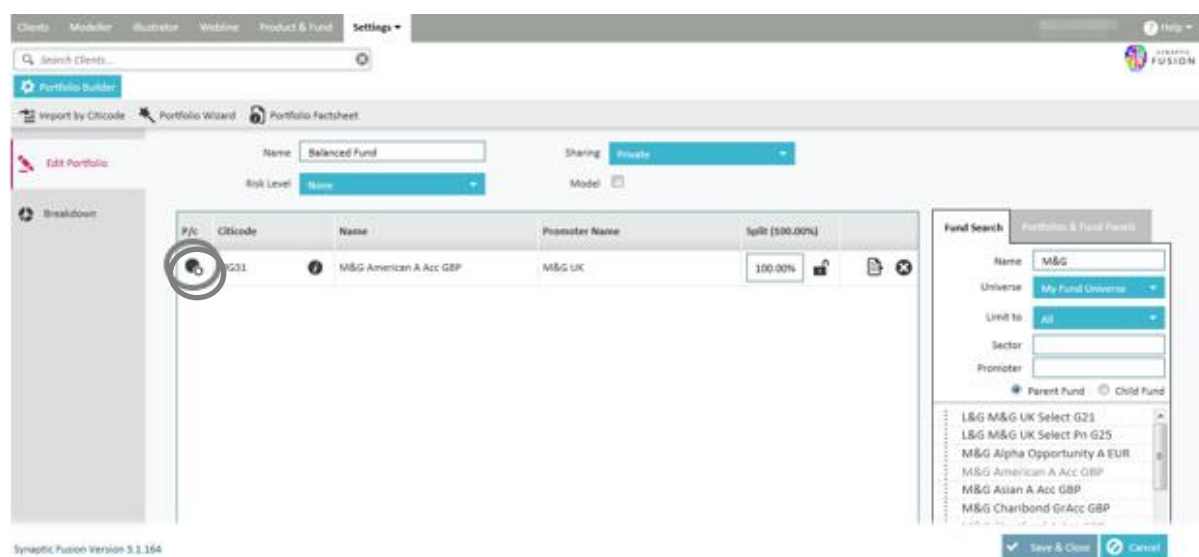
You can also construct a portfolio using the funds within a panel or portfolio as a quick option of accessing the most commonly used funds.

If you select the **Portfolio & Fund Panels** search tab a list of all of the portfolios and panels will appear, you can either drag and drop the your selection into the centre box or you can click and select the underlying funds individually.



Before making the selection, you can hover over the funds returned to receive further information regarding a fund. You can then drag & drop funds in this area or double click on a fund to select a fund for use.

Once you have selected funds for the portfolio there are a number of information items available to you. The first column on the screen above headed **P/C** relates to the option to choose the parent or child version of the fund. This functionality is used inside the Comparator/Illustrator software.



Parent funds will display the standard retail priced funds excluding any mirror funds or different share classes. **Child** funds will display all of the mirror funds and share classes.

There may be a number of icons that display next to each fund, if you click on them they will display further information.

The “no entry” symbol (red circle with line through) means that the particular fund is missing data that means it will not be useable in some of the other applications in the suite. It will not be useable in Modeller if it is missing an asset allocation and will not be useable in Comparator/Illustrator if the fund charges are missing.

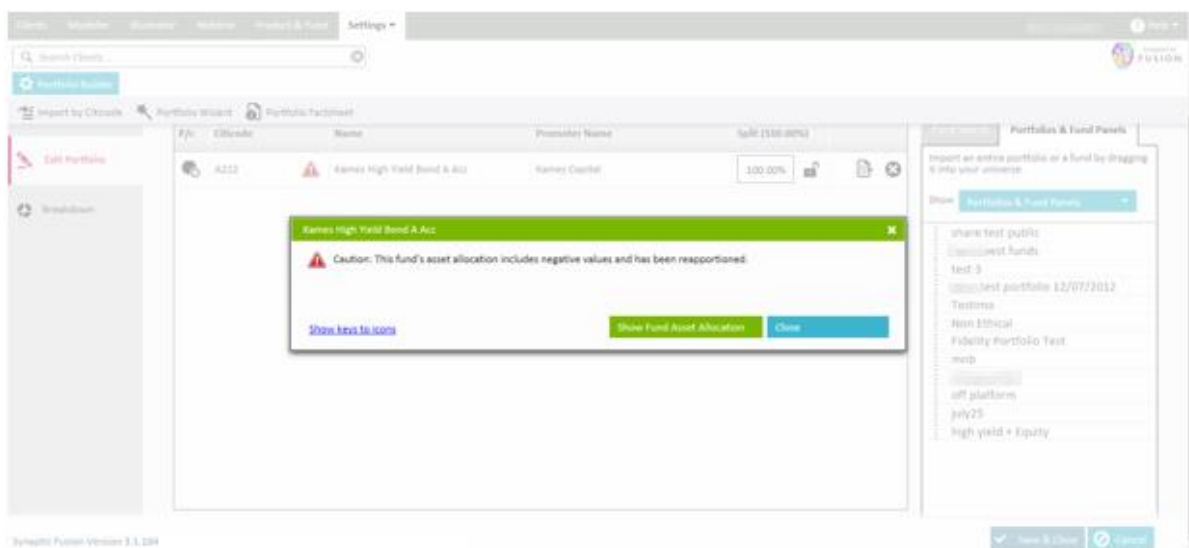
The other symbol will either be a black ‘i’ or a warning triangle. Clicking on this will allow you to see the asset allocation of the particular fund in both the raw data supplied by FE fundinfo and the Synaptic asset classes that the suite uses.

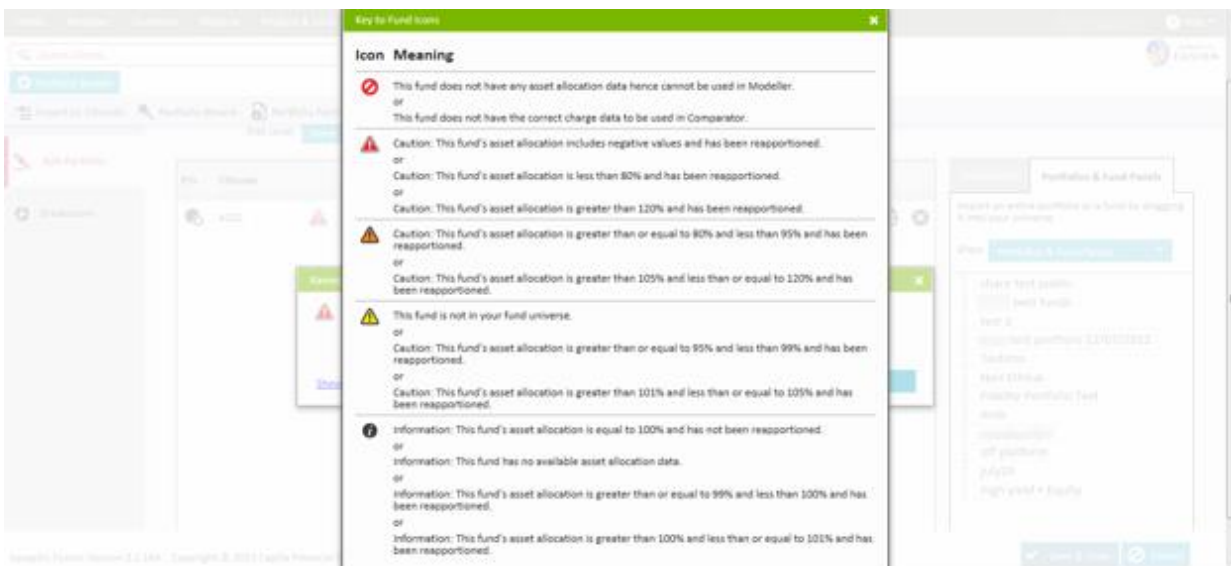
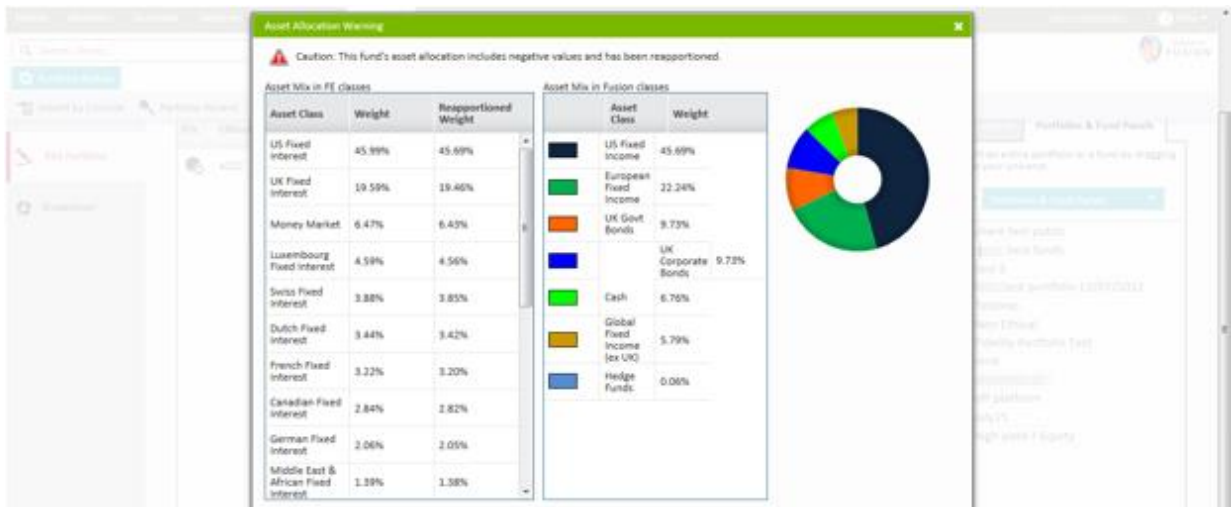
The warning triangles are colour coded to indicate the integrity of the fund’s asset allocation data (some funds do not have data that sums to 100% and some contain negatives).

In order for the fund to be useable in Modeller we reweight the asset classes to add to 100% and to all be positive.

Viewing the raw data and the conversion will allow you to assess whether you believe the transformation is acceptable and in turn whether you should recommend the fund or not to a client.

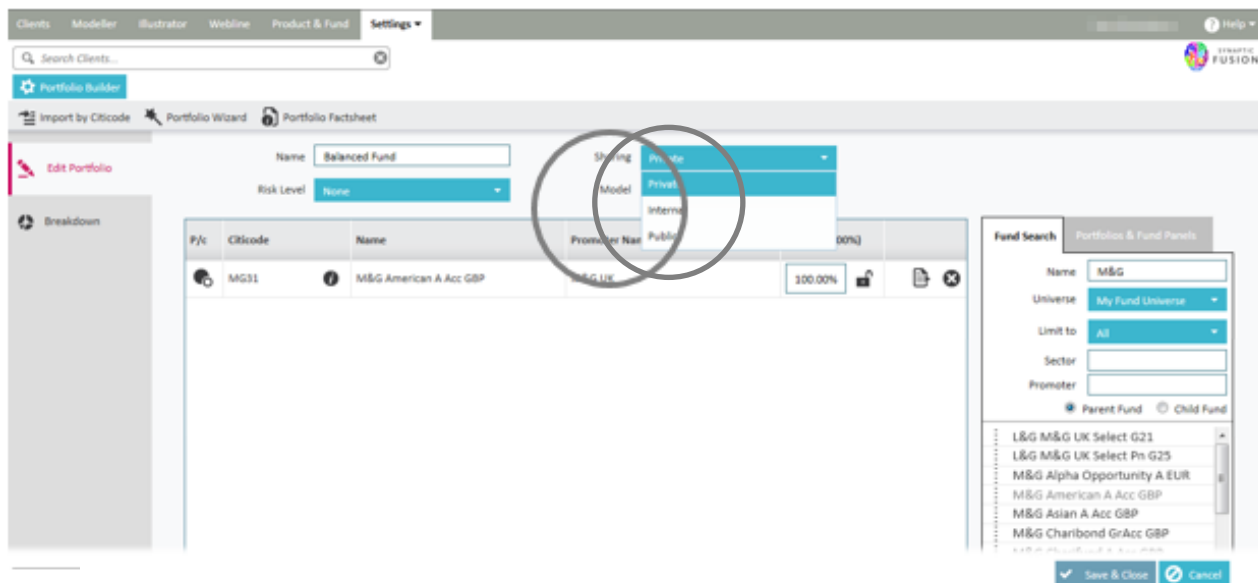
If you click on the triangle you will see the screen below giving you the choice of viewing the asset class breakdown and conversion or a key to all the symbols.





6.3 Portfolio Sharing

You also have the option of setting the 'Sharing' mode to either Private, Internal or Public as shown below.



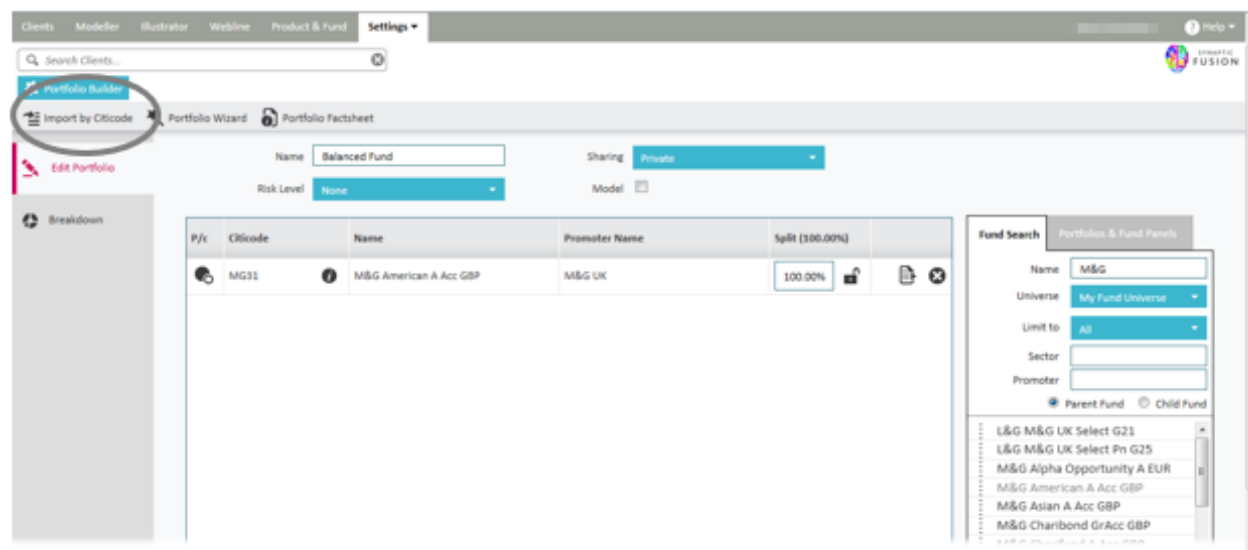
By setting the portfolio to one of the options, you will allow access to the portfolio to different User groups as defined below:

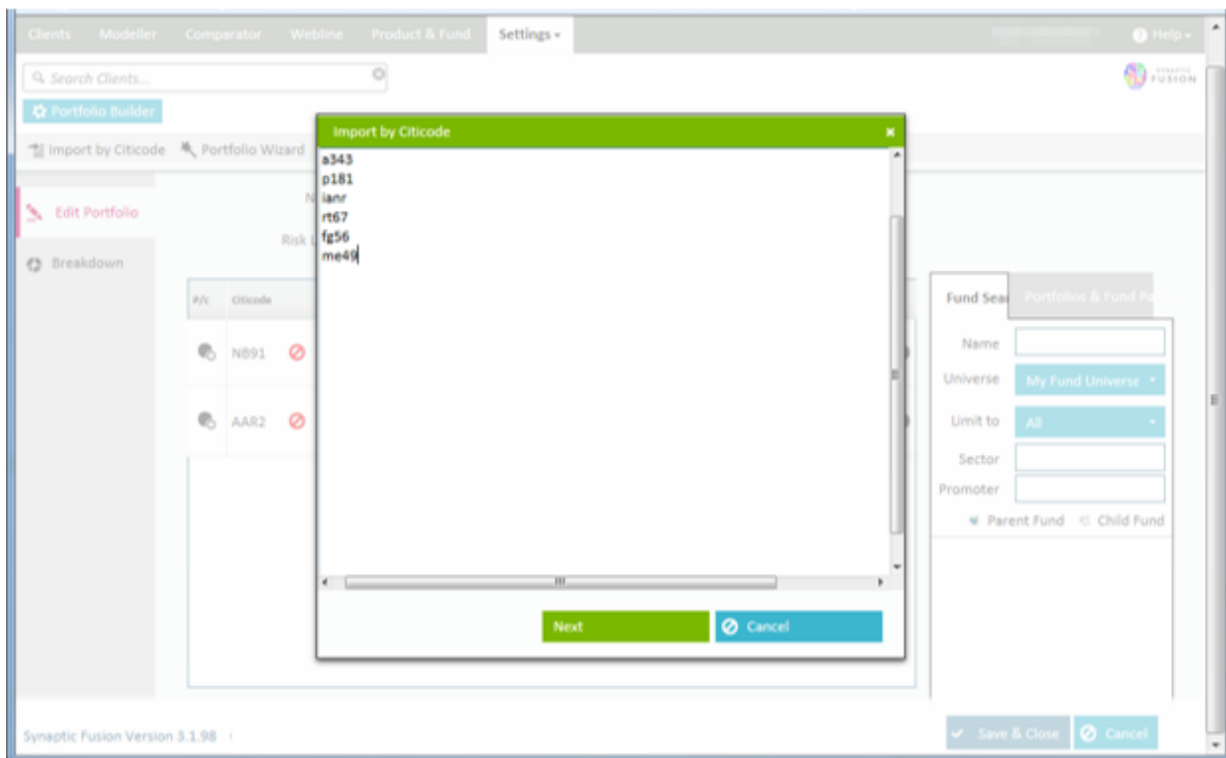
- Private – can only be used by the person who created the portfolio
- Internal – can be used by any User in your organisation
- Public – can be used by Users in your organisation and all sub/child organisation

6.4 Importing by Citicode

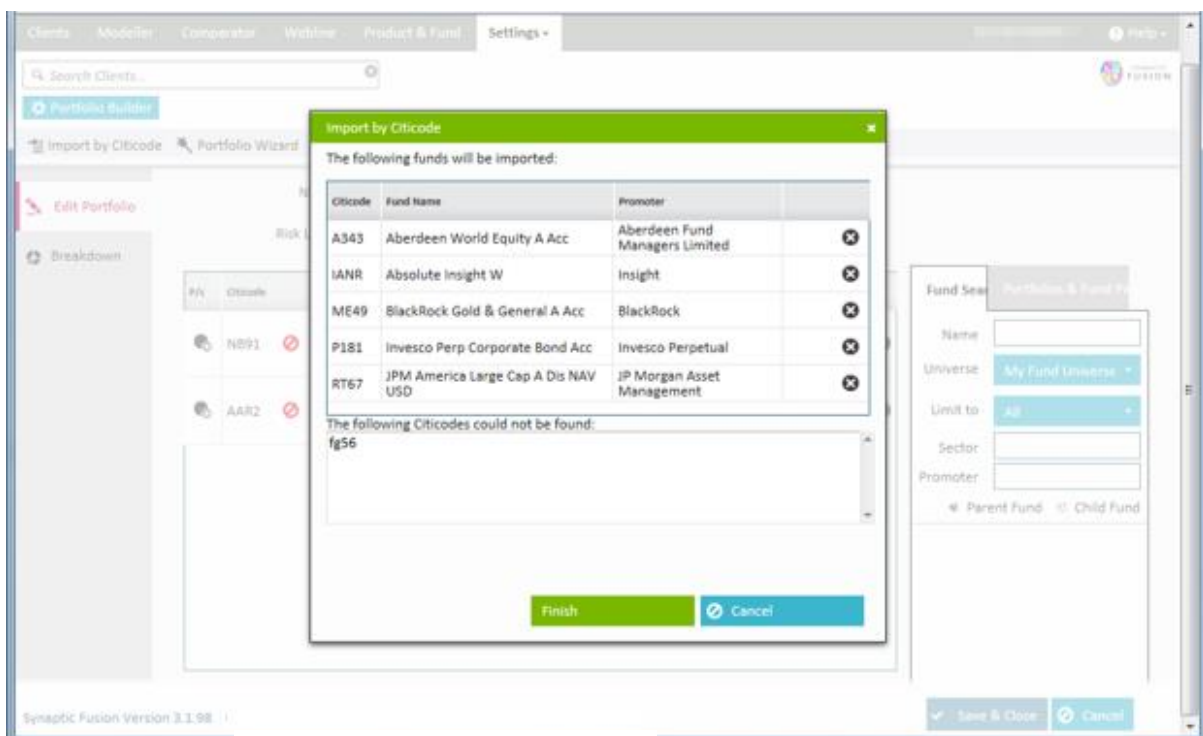
You can import an entire list of funds using the **Import by Citicode** button if you have these codes available.

You have the option to free type the codes in manually or copy and paste from another source as shown in the screen shot below:





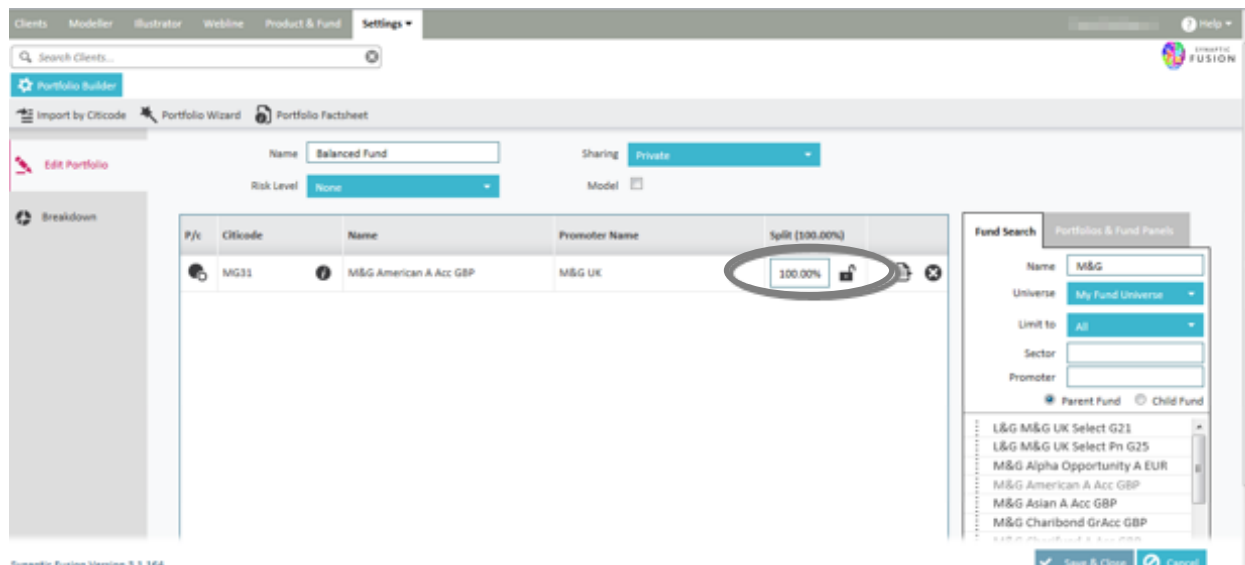
By clicking the **Next** button this will verify that the codes are correct and highlight any funds that cannot be found as the following screen shot demonstrates.



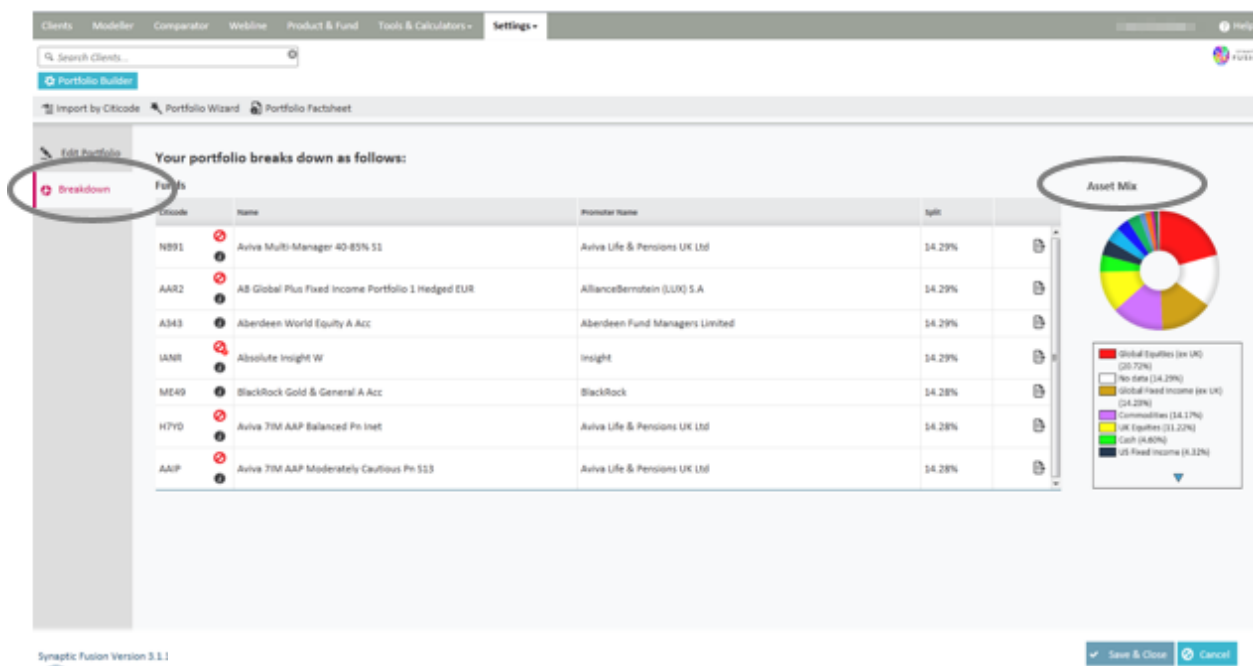
By clicking the **Finish** button you will populate the selected funds which are valid into the portfolio that you are constructing.

You will then be required to input the weightings for each fund (if a Portfolio).

You should note that importing by citicode will always set the imported funds to child mode. If you require parent mode you would need to click on the relevant icon.



You can also view the **Breakdown** and the **Asset Mix** from the screen below:

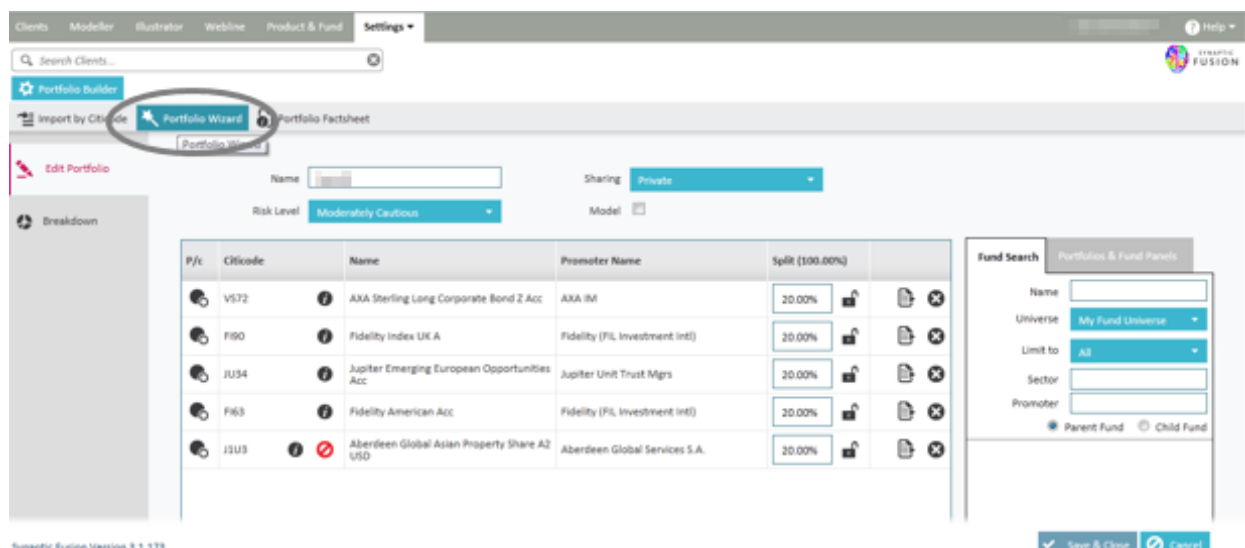


If you are happy with the portfolio breakdown you can click on the **Save and Close** on the bottom right of the screen to save the portfolio.

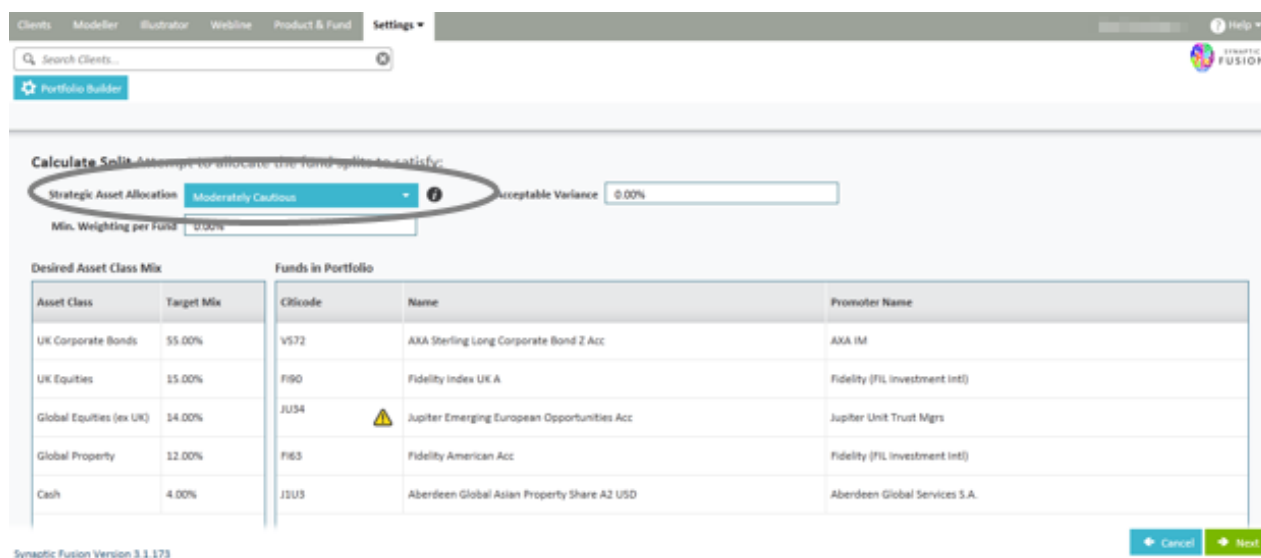
6.5 Portfolio Wizard

The portfolio wizard is designed to build a portfolio from a specified list of funds to meet a specific asset allocation. It will use the funds you supply and their respective underlying asset allocation in order to return the weighting in each fund that is the optimum mix to hit the asset allocation required.

Once you have selected the list of funds you wish to use, click on the **Portfolio Wizard** button as shown below:



You can then specify the asset allocation required by selecting from the drop down menu. The menu will contain all the strategic asset allocations used in your investment strategy, it also contains the ability to create a custom asset allocation mix.



You can select a tolerance for both the minimum amount going into a single fund and the variance of each asset class from its target mix by inputting a number into either the **Acceptable Variance** field or the **Min. Weighting per Fund** field.

Clicking the **Next** button will run the wizard calculation and return the results.

Calculate Split Failed to allocate the fund splits to satisfy:

Strategic Asset Allocation: Moderately Cautious Acceptable Variance: 0.00%
 Minimum Fund Weighting: 0.00% [Recalculate](#)

Desired Asset Class Mix

Asset Class	Target Mix	Achieved Mix	Delta
UK Corporate Bonds	35.00%	36.84%	1.84%
UK Equities	15.00%	15.49%	0.49%
Global Equities (ex UK)	14.00%	14.52%	0.52%
Global Property	12.00%	12.44%	0.44%

Funds in Portfolio

Citicode	Name	PromoterName	Split
V572	AXA Sterling Long Corporate Bond Z Acc	AXA IM	56.99%
F190	Fidelity Index UK A	Fidelity (FII Investment Int)	15.57%
F163	Fidelity American Acc	Fidelity (FII Investment Int)	14.66%
J2U5	Aberdeen Global Asian Property Share A2 USD	Aberdeen Global Services S.A.	12.62%

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You can repeat this process to obtain a satisfactory outcome. This may involve adding more funds for the wizard to use.

By clicking the **Next** button this will return you to the **Edit Funds** screen, in order to save the portfolio as normal.

6.6 Producing Factsheets

You can produce an individual fund fact sheet by clicking on the **factsheet** icon as shown below:

Edit Portfolio

Name: Sharing: **Private** Model: ☐

Risk Level: **Moderately Cautious**

P/y	Citicode	Name	Promoter Name	Split (100.00%)
	V572	AXA Sterling Long Corporate Bond Z Acc	AXA IM	56.99%
	F190	Fidelity Index UK A	Fidelity (FII Investment Int)	15.57%
	J2U4	Jupiter Emerging European Opportunities Acc	Jupiter Unit Trust Mgrs	0.14%
	F163	Fidelity American Acc	Fidelity (FII Investment Int)	14.66%
	J2U5	Aberdeen Global Asian Property Share A2 USD	Aberdeen Global Services S.A.	12.62%

Fund Search Portfolios & Fund Parents

Name:

Universe: **My Fund Universe**

Limit to: **A3**

Sector:

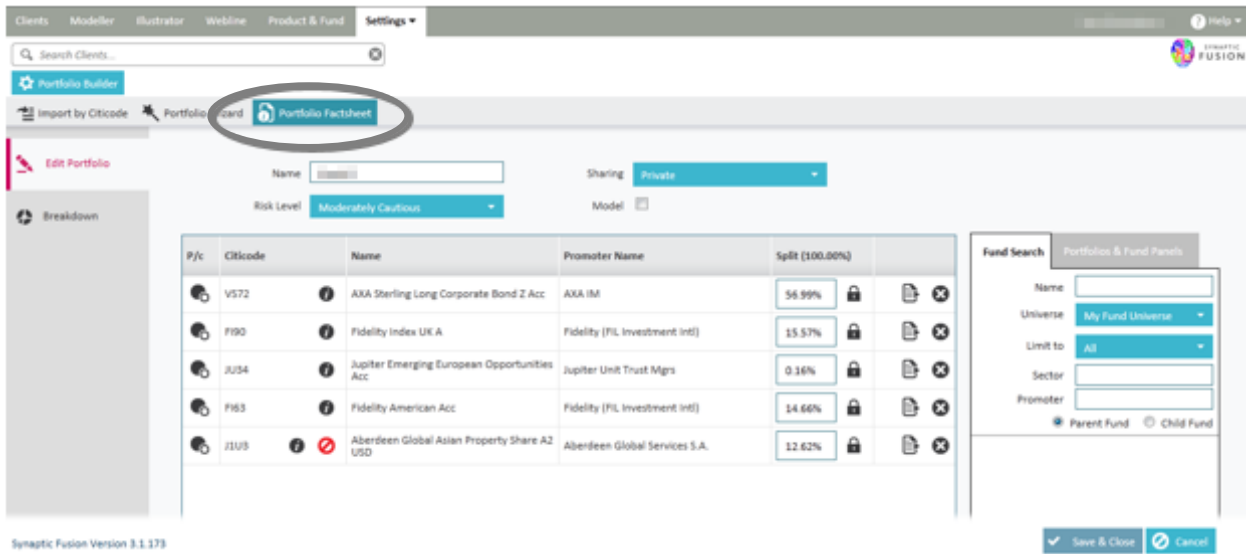
Promoter:

☒ Parent Fund ☐ Child Fund

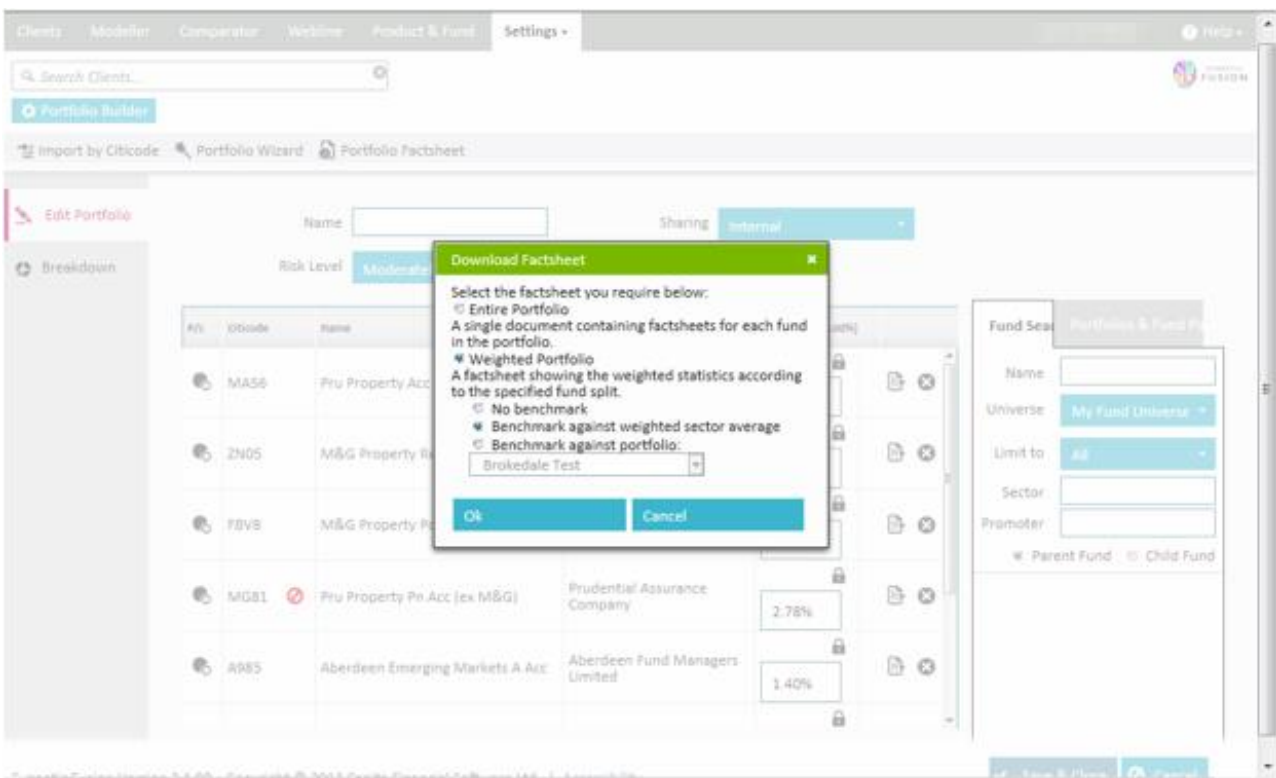
[Save & Close](#) [Cancel](#)

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You can also produce a portfolio factsheet by clicking on the **Portfolio Factsheet** button as shown below:



You have the choice to produce a series of individual factsheets within the portfolio, a weighted portfolio factsheet or a weighted portfolio factsheet that is benchmarked against either the sector average or another existing portfolio as shown in the screen below:

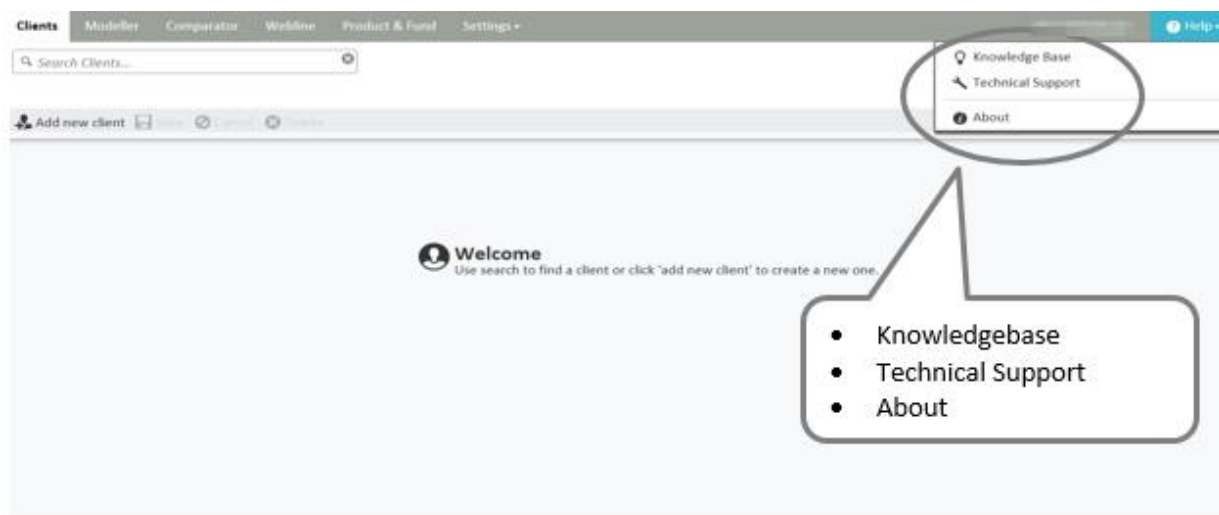


7. Help & Support

You have the availability of the **Help** button, as shown in the screen below:



There are three options in the drop down menu:



About has links to various sites including Capita Financial Software and FE fundinfo.

Technical Support which opens up contact information for our Synaptic Support Team.

If **Knowledge Base** is selected, you will be taken to the knowledgebase page on the Synaptic Software website.

You will then have the option to **Search the Knowledge Base** or **Browse by Category**.



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