

Sending us instructions and supporting documents

ISA, Junior ISA (JISA), Collective Investment Account (CIA),
Collective Investment Bond (CIB) and Collective Retirement Account (CRA)

For financial adviser use only

Whilst our technology platform allows many more instructions to be placed online, it is still occasionally necessary for us to request an instruction using a signed form, or to request additional documents to support an instruction placed online.



This guide outlines our requirements for submitting instructions or documents using PROMPT or email.



Death claims

- The processes outlined in this guide **cannot be used** to send documents such as death certificates or grants of probate in support of a claim on an account belonging to a deceased person.
- Please contact us on 0808 171 26 26 or ask@quilter.com for more details about our claims process.

Quilter trust deeds

- Where the settlor requests that Quilter declares a trust and dates the deed, **the original deed must be sent to us in the post.**
- However, if the deed is already dated, **a scanned image may be sent to us as outlined in this guide.**
- Guidance on dating trust deeds is given in the 'notes to assist with completion' on the individual deeds.

Proof of bank account ownership

- A document provided as evidence of bank account ownership must contain the bank account holder's name, account number and sort code.

Send it using PROMPT or email

Whilst you can use either, PROMPT routes your instruction or supporting document to the relevant processing team and is therefore the fastest way to send it.

- To use PROMPT visit [Quilter.com](https://quilter.com) and search for 'PROMPT' or access through this link: quilter.com/help-and-support/tools/new-prompt/
- Alternatively, email to ask@quilter.com.

In each case you must also include the following statement:

I confirm that any attachment is a true and complete copy of either the original document OR a certified copy of the original document, seen by me. I also confirm that it has not been tampered with.

What can I send?

You can send any Quilter forms, instructions or supporting documents, including: withdrawal requests, changes to personal details, Powers of Attorney, ID documents, proof of bank account ownership and some types of trust deed (see page 1).

You can send an image of the original document*, or of a copy that has been appropriately certified as a true copy.

*Original includes official copies from the body that issued the original. For example, official copies of marriage or birth certificates can be purchased from the Registrar or the Office of the Registrar.



I have an instruction for my client's account

This includes any Quilter forms or written instructions.

Send it via PROMPT or email!

There's no need to certify the document as a true copy.



I have an original supporting document

This is where you have seen the original document.

Send it via PROMPT or email!

There's no need to certify the document as a true copy.



I have a certified copy of a supporting document

This is where your client has given you a certified copy of a document, instead of the original.

Send it via PROMPT or email!

The document must meet our 'certified copy standards' outlined below.

Image Requirements

When sending a scanned image of an instruction or document by PROMPT or email, you'll need to ensure that you provide every page and that it can be read clearly.

Certified Copy Standards

If you're sending us an image of a document that is a certified copy of the original, the certification will need to meet our requirements. Remember, if you have the original document you do not need to certify it as a copy when sending it using PROMPT or email.

Who can certify copy documents?

Power of Attorney

If you have the original Power of Attorney document, you can simply send a scanned image to us; **there is no need to have it certified as you will have seen the original.**

If you do not have the original document, you can send a scanned image of a suitably certified copy.

Under the legislation, a copy must be certified in ink on each page by one of the following:

- The donor (the person who is the subject of the Power of Attorney; they may create and certify copies while they still have capacity to do so)
- A solicitor
- A person authorised to carry out notary activities
- A stockbroker.

The strict Power of Attorney legislation does not permit financial advisers to create and certify copies.

Court of Protection order

Court of Protection documents cannot be copied. Instead, for a small fee, the Court of Protection can issue official copies (referred to as 'office copies'), which are sealed copies of the original document. The original or an official copy can be treated as original documents and sent to us using PROMPT or email with no additional certification.

Everything else

All other documents may be certified by one of the following:

- Financial adviser
- Solicitor
- Person authorised to carry out notary activities.

How to certify

Certification wording can vary, so it is not possible to provide definitive guidance to cover all cases. The wording should have the effect of confirming that the document is a 'true and complete copy' of the original.

Example: "I certify that this is a true and complete copy of the original seen by me."

Certification must be present on each page.

The person providing certification must provide:

- Their signature
- Their full name
- The date of signing
- Their role/capacity - eg 'Solicitor for ABC Solicitors'.

Send us documents by post

If required, you can post instructions and supporting documents to us at:

Quilter, SUNDERLAND, SR43 4JP.

If sending supporting documents by post they must be the original*, or a certified copy which meets our requirements (above).

*Original includes official copies from the body that issued the original. For example, official copies of marriage or birth certificates can be purchased from the Registrar or the Office of the Register.

Scanned copies

If we receive a document from you, which we are unable to accept as a scanned copy we will contact you directly.

Our contact details

Please speak to your usual Quilter contact or, you can reach us on the details below:

Customer Service Centre - Freephone 0808 171 2626

Email - ask@quilter.com

quilter.com

Please be aware that calls and electronic communications may be recorded for monitoring, regulatory and training purposes and records are available for at least five years.

Quilter is the trading name of Quilter Investment Platform Limited which provides an Individual Savings Account (ISA), Junior ISA (JISA) and Collective Investment Account (CIA) and Quilter Life & Pensions Limited which provides a Collective Retirement Account (CRA) and Collective Investment Bond (CIB).

Quilter Investment Platform Limited and Quilter Life & Pensions Limited are registered in England and Wales under numbers 1680071 and 4163431 respectively.

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