



THE
PLATFORM
DNA

AD-HOC ADVISER FEES

Guidance and Checklist

Overview

For a number of the adviser firms using Platform One, we are responsible for calculating and paying fees from their client's account. This outlines the process for adding and confirming ad-hoc adviser fees.

Audience

This document is intended for Advisers and Support Staff.

Requirements

To view the options required for the steps below, you will need to have the **Adviser** permission. This will allow you to confirm fees for your own client. Additionally, if you would be able to process fees for clients of your organisation, for whom you are not the Appointed Adviser, you will need the **Client Manager** permission.

Fees due per client are calculated automatically based on the Adviser Fee rate specified during the account opening process, which will be reflected in the written Fee Agreement between you and your client.

Steps

1. Navigate to **Clients** and enter the **Client Name**
2. Click **Accounts** and navigate to the account that you wish to charge an ad hoc fee from
3. Once on the Account page, navigate to **Charge a Fee** tab
4. Input the amount you would like to charge for the ad-hoc fee and click **Add Fee**

Timeline

The payment schedule follows that if a fee is confirmed by the deadline of midday Tuesday on any given week, the confirmed fee will be paid on Thursday that week. If, however, the initial fee is approved after the midday Tuesday deadline, the fee will be paid the following Thursday, the week after.

Contact Us

If you would like to learn more, please get in touch.

Call us on **0330 123 9830**

Lines are open 8.30am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at investing@tavistockplatform.com

We aim to provide an initial response to your query on the same working day.

Address

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