



THE
PLATFORM
DNA

PROCESSING INITIAL ADVISER FEES

Guidance and Checklist

Overview

For a number of the adviser firms using the Platform One, we are responsible for calculating and paying fees from their client's account.

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. Click **Fees** in the Sidebar menu.
2. Navigate to the **Unconfirmed** tab. You will see a list of all initial adviser fees which have been automatically generated by the platform. You can edit the fee amount or choose to remove it.
3. When you are happy with the amounts, tick the Confirm checkbox for all fees which you would like paid out. Fees which are not confirmed will not be paid out.
4. Tick confirmation box at the bottom of the page and select **Confirm Fee Changes**.

Timeline

Expected payment dates are shown on the page where you confirm fees. 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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