## At a glance

# Summary roles & responsibilities

**ROLES**        **RESPONSIBILITIES**

| | SECCL | | YOU |
|---|:---:|:---:|:---:|
| **PLATFORM CREATION** | | | |
| Defining the proposition (e.g. pricing, wrappers, investments, distribution, target market) | | | ✓ |
| Choosing required functionality (e.g. tools, payment options, trading services) | | | ✓ |
| Setting up firm-level branding (e.g. on portals, apps & documentation) | ✓ | | |
| Providing templated custody and ISA terms for inclusion in client T&Cs | ✓ | | |
| **INVESTOR SET-UP** | | | |
| Client onboarding (collecting data, creating clients & gaining acceptance of T&Cs) | ✓ | + | ✓ |
| Storing client authority & client details | ✓ | + | ✓ |
| Presenting MIFID II ex-anti disclosures, illustrations, KFDs & other key documents | ✓ | + | ✓ |
| Initial KYC, AML, PEP & sanctions screening | | | ✓ |
| Ongoing PEP and sanctions screening & suspicious activity monitoring | | | ✓ |
| **CLIENT SERVICING & COMMUNICATION** | | | |
| Adviser & client servicing — calls, messages, queries & questions | | | ✓ |
| Managing client communications & promotions | | | ✓ |
| Managing customer complaints | ✓ | + | ✓ |
| Providing communications infrastructure (secure messages, web-chat funcionality) | ✓ | | |
| Providing daily asset pricing and fund data | ✓ | | |
| Distributing regulatory trading fund data, KIIDs & risk warnings | ✓ | | |
| Distributing key regulatory documents (e.g. contract notes, valuations, CTVs etc) | ✓ | | |
| **TRANSFERS** | | | |
| Instructing cash or in-specie transfers (across all product wrappers) | | | ✓ |
| Facilitating transfer automations (via Origo / Altus etc) | ✓ | | |
| Facilitating transfers reporting (e.g. status, progress, actions & ETAs) | ✓ | | |
| **PRODUCT PROVISION & GOVERNANCE** | | | |
| Fulfilling ISA manager responsibilities, (e.g. limit tracking & reporting) | ✓ | OR | ✓ |
| Providing and administering SIPP | ✓ | | |
| Ongoing governance & review of platform services in accordance with FCA guidance | | | ✓ |

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| | SECCL | | YOU |
|---|:---:|:---:|:---:|
| **TRADING & SETTLEMENT** | | | |
| Defining the investment universe & options available to clients | | | ✓ |
| Fund manager engagement, communications & administration | ✓ | | |
| Legal distribution agreements & commercial negotiations with fund managers | ✓ | | |
| Settlement via CREST & Calastone | ✓ | | |
| Instructing client orders | | | ✓ |
| Executing client orders | ✓ | | |
| **CASH MANAGEMENT** | | | |
| Administration of client bank account & all CASS client money reporting | ✓ | | |
| BACS payments & withdrawal processing | ✓ | | |
| Dividend reconciliation & processing | ✓ | | |
| Fulfiling corporate actions | ✓ | | |
| Presenting and processing adviser fees & remuneration | ✓ | | |
| Distrbution of adviser fees | ✓ | | |
| **REPORTING** | | | |
| MI reporting dashboard — including charging | ✓ | + | ✓ |
| Client regulatory reporting (periodic & occasional, cost & charges, ISA / SIPP reporting) | ✓ | | |
| MiFID II transaction reporting | ✓ | | |
| FCA returns | ✓ | + | ✓ |
| Fulfilling data controller's ICO & GDPR responsibilities | ✓ | + | ✓ |
| **ONGOING SUPPORT** | | | |
| 1st line support (day-to-day support e.g. password resets) | | | ✓ |
| 2nd line support (in-depth, technical support or resolution management) | ✓ | | |
| System upgrades, fixes and functionality updates | ✓ | | |
| **COMPLIANCE & AUDIT** | | | |
| Audit & due diligence on platform operator's AML/KYC | ✓ | | |
| Client-specific platform suitability & governance of appointed platform services | | | ✓ |