

At a glance: roles and responsibilities

What's the task?	Who's responsible?		
	seccl		Platform operator
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)	✓	and	✓
Storing client authority & client details	✓	and	✓
Presenting MIFID II ex-anti disclosures, illustrations, KFDs & other key documents	✓	and	✓
Initial KYC, AML, PEP & sanctions screening			✓
Ongoing PEP and sanctions screening & suspicious activity monitoring			✓
Client servicing and communication			
Adviser & client servicing – calls, messages, queries & questions			✓
Managing client communications & promotions			✓
Managing customer complaints			✓
Providing communications infrastructure (secure messages, web-chat functionality)	✓		
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 and governance			
Fulfilling ISA manager responsibilities, (e.g. limit tracking & reporting)	✓	or	✓
Providing and administering SIPP (via Gaudi)	✓		
Ongoing governance & review of platform services in accordance with FCA guidance			✓

What's the task?	Who's responsible?		
	seccl		Platform operator
Trading and 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	✓		
Fulfilling corporate actions	✓		
Presenting and processing adviser fees & remuneration	✓		
Distribution of adviser fees	✓		
Reporting			
MI reporting dashboard – including charging	✓	and	✓
Client regulatory reporting (periodic & occasional, cost & charges, ISA/SIPP reporting)	✓		
Regulatory reporting (MiFID II, transaction reports, HMRC ISA returns, RTS28)	✓	and	✓
FCA returns	✓	and	✓
Fulfilling data controller's ICO & GDPR responsibilities	✓	and	✓
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 and audit			
Audit & due diligence on platform operator's AML/KYC	✓		
Client-specific platform suitability & governance of appointed platform services			✓