



## **Imago Portal delivers interactive and highly personalised user experience capability for retirement product providers, platforms and consumers direct**

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### **Highlights**

- Provides a very modern interface allowing web, tablet and mobile access to Imago Administration.
- As well as Imago Administration, Dunstan Thomas Imago Portal can also seamlessly interact with Imago Illustrations and Imago Tools.
- The system also enables customisation of layouts, appearance and functionality to meet the needs of specific users including third party administrators, providers, advisers as well as end customers.
- Provides advisers, clients and internal administrators with views of Imago Administration member information in a responsive client centric user experience.

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## Features

### Security

Administrators have the ability to add, modify and delete individual user accounts. Each user can log in to the system by providing a unique username and password. Only registered users will have access to the system providing security to the application.

### Single Sign On

The portal has a single sign on capability for integration from exiting portals or websites.

### Roles

The following roles are available by default for Imago Portal:

#### Adviser

- The user with this role will be associated with the servicing adviser within Imago Administration and allows the user access to all the members associated with that servicing adviser.

#### Client

- The user with this role will be associated with a member within Imago Administration. They will be able to see all the accounts and entities associated with that member.

#### Internal Administrator

- The internal administrators can search for advisers and clients within the Imago Administration system to get the same view that users with those roles would see. In addition, they can manage the access for users and link them to the entities within Imago Administration.

In addition to the roles stated above, client specific roles can be configured and added to Imago Portal as required.

### Adviser Role

The Adviser dashboard is the landing page for advisers signing in to Imago Portal either through their username and password or the single sign on capability.

The dashboard allows the adviser to search for their clients, view their secure messages as well as displaying CMS and Media apps as configured by the Imago Portal Administrator.

### Secure Messaging

A simplified secure messaging is available from the Dashboard in Imago Portal allowing a user to send a message with or without an attachment to a pre-defined inbox.

### Client Search

On the adviser dashboard, the client search is located at the start of the dashboard apps together with an instance in the top right-hand corner of the portal. This instance is available throughout the portal to allow an adviser to search for a client from any screen.

Selecting the search button will display a search results screen based on the search criteria entered. If no search criteria have been entered, then the full list of the clients for the adviser will be displayed.

There is also an advanced search button that will navigate the user to the advanced search criteria screen which allows an adviser to search on Client name; Client Id / Policy number; Postcode and Client Date of birth.

### Client Summary

Selecting a client will navigate the user to the client summary page which will display the total holdings for the client, percentage change since their previous log in and a list of the client's products they hold.

Within the products section the user can view the latest valuation for each account. Each account can also be expanded to view the following summary information for the account - Total value;

Product id; Account name; and the breakdown of the values for the SIPP bank account; Assets; Borrowing and the Property portfolio if appropriate.

From the client summary page, the adviser can select to view the product details.

## Product Summary

Selecting a client will navigate the user to the client summary page which will display the summary information from the previous screen - Product name; Account name and Product id, followed by a collapsible section showing Total value; Percentage change since their previous log; breakdown of the values for the SIPP bank account; Assets; Borrowing and the Property portfolio if appropriate. High level account information will also be displayed – Administrator; Plan anniversary; Pension paid in current tax year (gross); Annual allowance and whether Protection is held.

The tabs below this panel allow the adviser to view details of the following areas:

### Investments

The investments are grouped into Investment types, with headers for each of the investments within those categories. Expanding each header will show the details for the investment type as follows

- **Assets** – shows a list of the assets held. Expanding each asset will show the Asset name; Value; Date purchased and Valuation date.
- **Bank Accounts** – shows a list of the bank accounts held. Expanding each account will show the Bank Account name; Value and valuation date; Account holder name; Account number and sort code.
- **Borrowing** – shows a list of the accounts held. Expanding each account will show the Lender name; Value and valuation date; Account holder name; Account number and sort code
- **Properties** – shows a list of the properties held. Expanding each property header will show the property address; date purchased; purchase price; date of valuation and current value. A separate panel will show the Property manager details, if applicable, which include Property manager name; Address; Phone number; Mobile number and email address.

### Contributions and transfers in

All incoming money into the cash account are shown on the contributions and transfers in tab. In-specie transactions are also included on the contributions and transfers in tab although these are not included on the transaction history as they do not impact the cash account. The table of data includes the Date of the money in.

### Transaction history

The transaction history tab provides a statement's view from Imago Administration showing line by line movements on the SIPP cash account including a running balance of the account. The table of data includes the Date of the transaction; Description of the transaction; the amount and the running balance. Internal movements that don't relate to pension specific transactions and are used for Imago Administration's internal accounting.

### Benefits

The Benefits tab displays the benefit crystallisation summary data items: Pension paid to date in current tax year (Gross); Total amount crystallised; Next pension pay date; Total % of Lifetime allowance crystallised; Next pension pay amount and Total Pension Commencement Lump Sum taken. This is followed by any active arrangements on the account. The active arrangements are shown as banner headings which include the benefit type name and the total to date.

Once expanded, the following data items are shown for active arrangements: Benefit type; Benefit status; Current value; Next pay date; Reference date; Payments in this tax year; Next pay amount and Payment frequency.

### Pension protection

Any Pension protection that has been agreed for the SIPP is included as banners under the Pension protection tab. The header includes the Protection type and the date of the certificate. The data items displayed are: Protection type; HMRC reference; Certificate date; Protected lump sum and Protection Factor.

### Beneficiary details

Beneficiaries that have been created for the SIPP are shown as banners under the Beneficiary details tab. The header displays the name of the beneficiary together with the percentage allocated to them. Expanding the banner will display the percentage holding; the name of the beneficiary; Gender; Relationship and their Date of birth if applicable.

### Client details

Two panels are displayed underneath the Client details tab. Personal details displays the Client name; Date of birth; Occupation; NI number and their Marital status.

The contact details panel displays the client's address; Phone number; Mobile number and email address.

## Adviser details

Two panels are displayed underneath the Adviser details tab. Adviser details displays the Individual name; Role and the adviser's Financial services register number.

The contact details panel displays the adviser's address; Phone number; Mobile number and email address.

## Menu Items

### Home

Navigates the user to their dashboard.

### Illustrations

Opens an instance of Imago Illustrations in a new tab on the user's browser. The menu item is only displayed where an instance of Imago Illustrations is available.

### Contact Us

Navigates the user to the contact us page for the company.

### Change Password

Allows the user to change their password if SSO has not been used.

### Logout

Logs the current user out of the portal.

## Footer Links

The footer contains links to the company Accessibility Policy, Legal Notices and Terms and Conditions.

## Client Role

The client dashboard is the landing page for clients signing in to Imago Portal either through their username and password or the single sign on capability. The dashboard will show marketing or training CMS and media apps as well as a total value of all of the clients products and the percentage change since their last login.

The landing page will also show a list of the clients products allowing them to view a summary of each product, or drill down into the account specific information. Investors will also have access to secure messaging allowing them to attach documents and send them to the predefined email address for the administration team.

## Administrator Role

The administrator dashboard is the landing page for the company's administration team to access adviser or client information, or to manage users of the portal.

### Client Search

Allows the administrator or back office user to search for a user registered against the client role and see the information that the client see when they log in.

### Adviser Search

Allows the administrator or back office user to search for a user registered against the adviser role and see the information that the adviser sees when they log in.

### Manage Users

- **User search** – Displays all the users matching the search criteria entered.
- **Edit User** – Enables the administrator to edit the user details, maintain the Imago Administration entity associated with the user and update the security settings for the user if required.
- **Add User** – New users to the portal can be created using the administrator role. Their user details, Imago Administration entity and security settings can all be set up as part of this functionality.