

Digital Form Submission

The majority of our forms can now be completed without a physical signature. If a physical signature is required, forms must be scanned and submitted by Adviser Zone secure email.

The table on the next page outlines the online submission process for all our forms. We work with the following digital signature providers:

- Adobe Acrobat Sign (not Adobe Fill & Sign) • DocuSign • Signable • Videosign
- Legalsign • PandaDoc • SignNow • HelloSign/Dropbox Sign • E-Sign • Nitro

FAQs

Q. Why can't I submit using Adobe Fill & Sign?

A. Adobe Fill & Sign is a different service to Adobe Sign. Unfortunately, it doesn't meet the necessary security requirements for us to accept it.

Q. What if a submitted form doesn't meet the requirements?

A. We reserve the right to ask that the physical form is resubmitted, or to revert to requiring a wet signature at any time. Any forms that have been completed using a photocopied signature will not be accepted.

Q. What documents can't be submitted online?

A. Cheques and some third party forms. Simply contact our Client Services team if you're not sure.

Q. Do you accept digital signatures for Joint Accounts?

A. We must have both owners' email addresses on record to accept digitally signed documents for Joint Accounts.

Q. What about Offshore Bond applications and withdrawals?

A. Novia Offshore Bond applications can be digitally signed, but only using either DocuSign or Adobe Sign. For withdrawals, these can only be digitally signed if the Bond was opened with a digital signature and again must be signed via either DocuSign or Adobe Sign. This is an RL360 requirement.

Q. What if I'm unable to use one of your preferred digital signature providers?

A. You can scan a signed paper form and submit it by secure email or send it in the post. If you would like to discuss adding a new digital signature provider, please speak to your usual Novia contact.

Q. Do you accept digital signatures for Trusts?

A. We can't accept digital signatures for anything that requires a witness. When dealing with other types of Trust documents (such as bank details), we can accept these digitally if the client's email address matches their primary Novia email address.

Q. Can I submit forms by post if I want to?




A. All our forms can still be completed offline and sent by post.

Q. What about transfers in?

A. We can accept digitally signed transfer authorities if we're able to request the transfer electronically via Altus or Origo, or you have confirmed with the ceding provider that they're happy to accept a digitally signed authority. If you're unsure, please check with the ceding provider. Please note that transfers may be delayed if we submit a digitally signed document and it is rejected by the ceding provider. When this happens, we will revert to requiring a wet-signed document.

Online Form Submission Process

Remember all forms that are electronically signed by your clients must be completed using the primary email address they have registered with us, and must be submitted with the accompanying audit trail.

No signature required and submitted by secure email 	Digitally signed and submitted by secure email 	Physically signed, scanned and submitted by secure email 
Adviser Charges Form Internal Transfer JISA Application Phased Income Application Amendment Phased Income Recurring Switch instruction Rebalancing Instruction Recurring Switch Instruction Regular Investment Collection Regular Investment Instruction Regular Withdrawal Instruction Stocktrade Account Cancellation Stocktrade Application Form Withdrawal Instruction - GIA and ISA Pension Withdrawal Form	Bank Details Form - Trusts & Corporate JISA Transfer Authority Novation requests Offshore Bond Corporate Trustee Application Form Offshore Bond Individual or Joint Application Form Withdrawal Instruction Offshore Bond Direct Debit Instruction Page Record of Payments Due SIPP Nomination Expression of Wish Transfer of Servicing Form GIA Corporate or Trust Equity Transfer Authority GIA Corporate Trust Re-registration Authority GIA Individual Joint Equity Transfer Authority GIA Individual Joint Re-registration Authority SIPP Re-registration Authority SIPP Transfer Authority SIPP Transfer Out Warranty Under 18s SIPP Application ISA Stocks and Shares Re-Registration Authority ISA Transfer Authority	Executors Payment Instruction ISA Additional Permitted Subscription Third Party Bank Details Form Bank Details Form - Individual & Joint

Contact us

If you have any questions, please don't hesitate to contact your sales representative or our client services team. They're available Monday to Friday between 9am and 5pm on 0345 680 8000.

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 Registered office: Cambridge House, Henry St, Bath, BA1 1JS. Novia Financial plc is authorised and regulated by the Financial Conduct Authority.
 FCA Number 481600.

The Novia Offshore Bond is issued by RL360 Insurance Company Limited ('RL360') (RL360 is authorised by the Isle of Man Financial Services Authority and registered in the Isle of Man. No. 053002C Registered office International House, Cooil Road, Douglas, Isle of Man IM2 2SP) and is marketed and administered by Novia Financial plc, trading as Wealthtime.