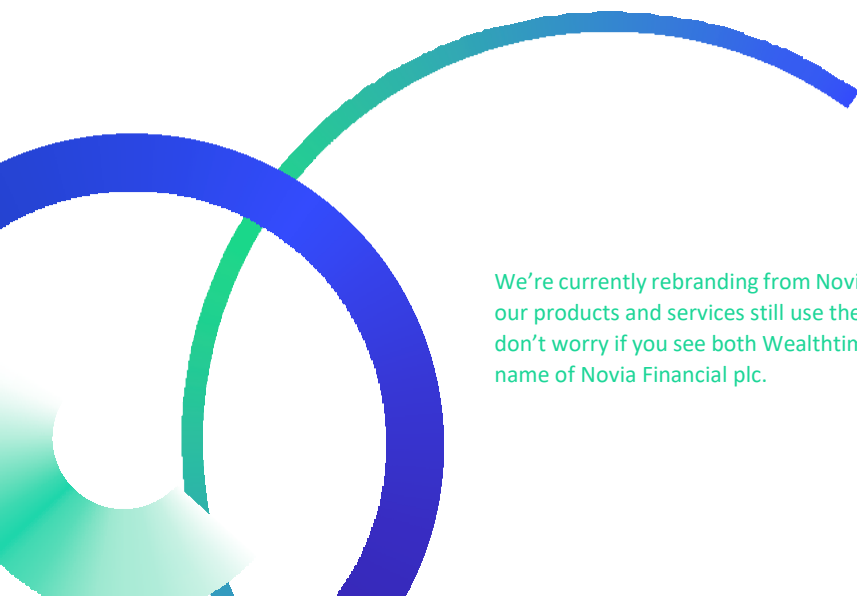


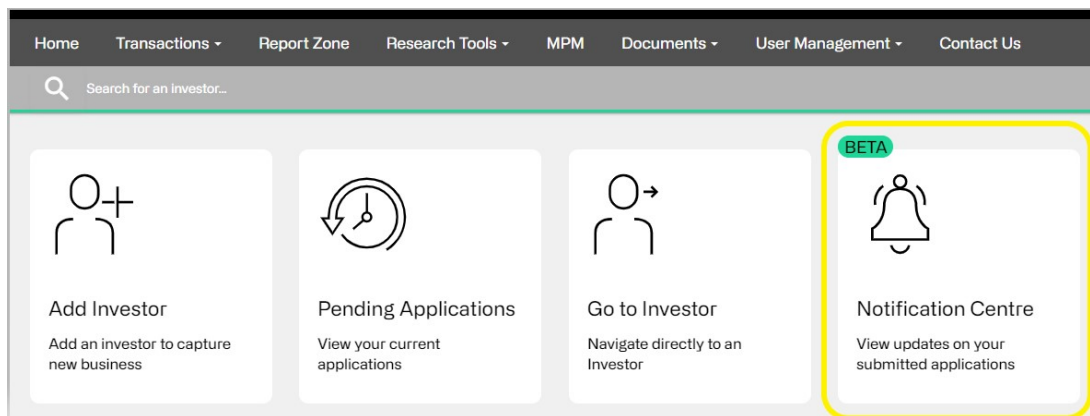
Your guide to the Notification Centre



We're currently rebranding from Novia to Wealthtime. You'll notice that some of our products and services still use the name Novia while we're transitioning over to the new name. So don't worry if you see both Wealthtime and Novia names in our documents. Wealthtime is a trading name of Novia Financial plc.

The Notification Centre has replaced the Status Update section on Adviser Zone. It's your one-stop shop for updates on client cases and submissions. You can track all in progress client business and view the details on completed cases.

It can be found here on the Adviser Zone dashboard:



You can use it to:

- Filter by investor, product or process.
- View the most requested updates using quick picks.
- Enjoy dual screen functionality.
- Use our improved case tracker.
- Receive transfer out updates.
- Quickly respond to document required notifications.

Filtering by investor, product or process

You can search by investor, product or process and use one of three date ranges (one week, one month or last three months), or a custom date range.

Filter [RESET FILTER](#)

Investor

Products Notification Types

Date Range
 1 Week Last Month Last 3 Months Custom

Process
 Payments In Transfers In Transfers Out Withdrawals

Status
 In Progress Document Required Show Pinned

You can filter using multiple options within the product and notification type dropdowns:

Filter [RESET FILTER](#)

Investor

Products Notification Types

All
 Cash ISA
 General Investment Account
 General Investment Account (Gross)
 JISA
 Offshore Bond
 SIPP Drawdown
 SIPP Uncrystallised

Custom
 Transfers In Transfers Out Withdrawals
 Document Required Show Pinned

Once you've selected the relevant filters, select search:

Status
 In Progress Document Required Show Pinned

266 Results

Use quick picks to view the most requested updates

Quick picks allow you to view the most sought-after notifications.

Start by selecting the relevant process:

Process

Payments In

Transfers In

Transfers Out

Withdrawals

This will automatically filter the notification types to include any relevant items:

Products

Select Products

Date Range

1 Week Last Month Last 3 Months

Process

Payments In Transfer

Status

In Progress Document

SEARCH 37 Results

Notification Types

Select Notification Types 2

- All
- Ad Hoc Adviser Charge Update
- Cash Reserved
- Change of Details
- Contribution
- New Business
- Payment In
- Subscription
- Switch
- Top-Up
- Transfer In (Cash)
- Transfer In (In-Specie)
- Transfer Out
- Withdrawal

Transfer In (Cash) - [Redacted]
Mrs Investor [Redacted]
SIPP Drawdown - Flexible
Created (04/07/2023, 03:43 PM)
In Progress

Transfer In (Cash) - [Redacted]
SIPP Uncrystallised

You can reset the filters using the 'Reset Filter' button.

[Home](#) > Notification Centre

Filter

RESET FILTER

Investor

Any

Products

Select Products 3

Notification Types

Select Notification Types

Dual screen functionality

Dual screen view allows you to see notifications on the left-hand side of the screen and details of the selected notification on the right-hand side. You can view all the relevant information quickly and easily, without having to go into a separate page.

The screenshot shows a dual-screen interface. On the left, a list of notifications is displayed, with the selected 'Subscription' notification highlighted in green. On the right, the details for this subscription are shown. At the top right of the details panel is a button labeled 'GO TO INVESTOR SUMMARY'. The details include:

- Investor Name:** Mr [redacted] **In Progress** 29/11/2023, 02:31 PM
- Wrapper Details:** Stocks and Shares ISA: [redacted]
- Expectations:**
 - Direct Deposit In: Amount: £10,000.00, In Progress, Date: 29/11/2023, 02:31 PM
- Client Status:** New Client, Completed 29/11/2023, 02:31 PM, with a checkmark icon and a dropdown arrow.

Use our improved case tracker

There is a different case tracker for each notification type. Previously in our Status Updates section, any switches showed as 'Completed' as soon as they were submitted.

We've improved this by keeping the status of the switch as 'In Progress' while trades are still pending, and adding details of the current switch status:

The screenshot shows a dual-screen interface for a 'Switch' notification. On the left, the notification is highlighted in green. On the right, the details panel shows:

- Investor Name:** Mr Investor [redacted] **In Progress** 26/07/2023, 01:00 AM
- Wrapper Details:** Stocks and Shares ISA: [redacted]
- Summary:** A table with a yellow border showing the status of various trades:

Switch Submitted	<input checked="" type="checkbox"/>	Completed 26/07/2023
Asset Sale		In Progress
Switch Completed		
- Client Status:** Web Trade Sell Asset, Completed 26/07/2023, 01:00 AM, with a checkmark icon and a dropdown arrow.

Receive transfer out updates

You can now receive a notification when a transfer out request is received.
You can see if the transfer is in progress or completed.

The screenshot shows the Wealthtime interface. On the left is a sidebar with a list of transfer out requests. The top item is highlighted in green and has a notification bell icon. The main area on the right shows the details of the selected transfer out request.

Transfer Out [Redacted] [GO TO INVESTOR SUMMARY](#)

Investor Name: [Redacted] **In Progress 25/07/2023, 12:17 PM**

Mrs Investor: [Redacted]

Wrapper Details
SIPP Uncrystallised: [Redacted]

Once the transfer has completed, any associated transactions will be displayed:

The screenshot shows the Wealthtime interface after a transfer out request has been completed. The sidebar on the left shows the transfer out request is now marked as 'Completed'. The main area on the right shows the details of the completed transfer out request, including a table of associated transactions.

Transfer Out [Redacted] [GO TO INVESTOR SUMMARY](#)

Investor Name: [Redacted] **Completed 12/01/2024, 03:45 PM**

Mrs Investor: [Redacted]

Wrapper Details
Stocks and Shares ISA: [Redacted]

Transactions

Distribution	Amount: £0.35 Completed Date: 12/01/2024	✓
Distribution Reinvestment	Amount: £0.35 Completed Date: 12/01/2024	✓
ISA Transfer Out	Amount: -£10,000.35 Completed Date: 12/01/2024	✓

Quickly respond to document required notifications

Under the status tab, filter by 'Document Required':

Status

In Progress

Document Required



Show Pinned

SEARCH

3 Results

Select search to see any notifications that require documents:

Status

In Progress

Document Required

Show Pinned

SEARCH 1 Results

Transfer Out - [REDACTED]

Mr Investor [REDACTED]

SIPP Uncrystallised

Created (12/01/2024, 03:25 PM)

Document Required

Transfer Out [REDACTED] [GO TO INVESTOR SUMMARY](#)

Investor Name
Mr Investor [REDACTED]

Document Required
12/01/2024, 03:25 PM

Wrapper Details
SIPP Uncrystallised: [REDACTED]

We need to verify the Investors signature using a certified passport or driving license. You can send this to us by selecting Go To Investor above, and then sending a Secure Message and attaching the required documentation.