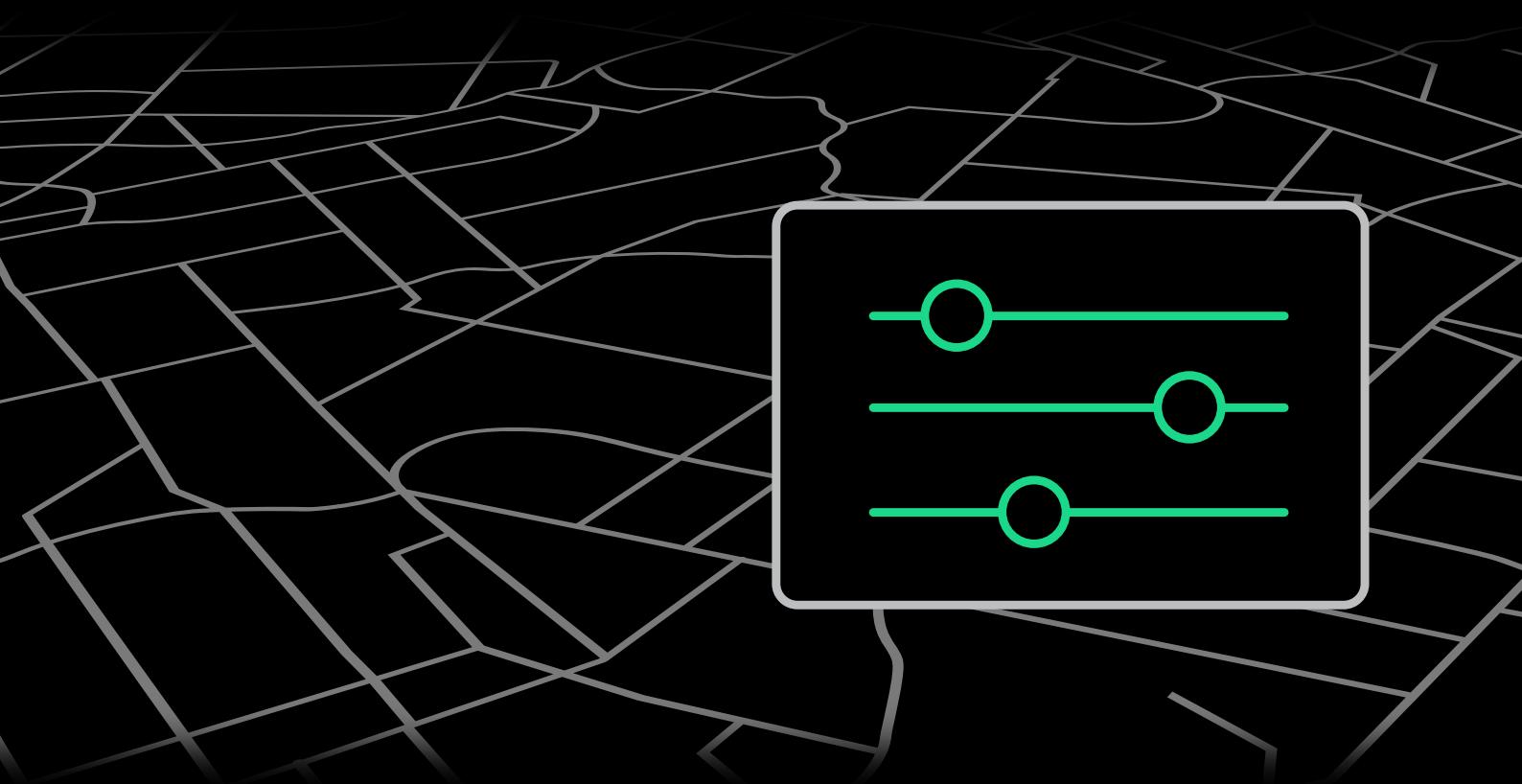


# How to check if a client's bank details are verified

**Clear instructions,  
no detours required**





In Report Zone, you can check which of your clients currently hold verified bank details.

1. From the Adviser Zone homepage, click on Report Zone. From the 'Reports about Clients/Wrappers' drop down, select 'Bank Verification' and run the report.
2. This report shows each of your clients and confirms whether they hold verified bank details.

#### How to add verified bank details for clients

To set up bank details for any investor requiring an ad hoc payment, or any regular withdrawals, or income follow these steps:

1. From the Adviser Zone homepage, search for the investor using their name, investor number or wrapper number
2. Next, from the investor summary page, select maintenance, and then investor details from the dropdown menu.
3. Scroll down to the bank account details section. Here, you'll be able to double check if the investor already holds a verified bank account. If they don't hold one, or you'd like to add another one, select the 'add bank account' button.
4. On this page, add the investor's sort code, account number and account name. Then press submit. We'll then complete our bank verification checks.
5. If the investor's bank details pass the checks, the account will be verified straight away. If the initial checks fail, you can send the investor a biometric verification link, or upload the supporting documents shown on screen. Please be aware that biometric verification isn't available for company and trust accounts.



If you require this document in an alternative format please contact us.

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