

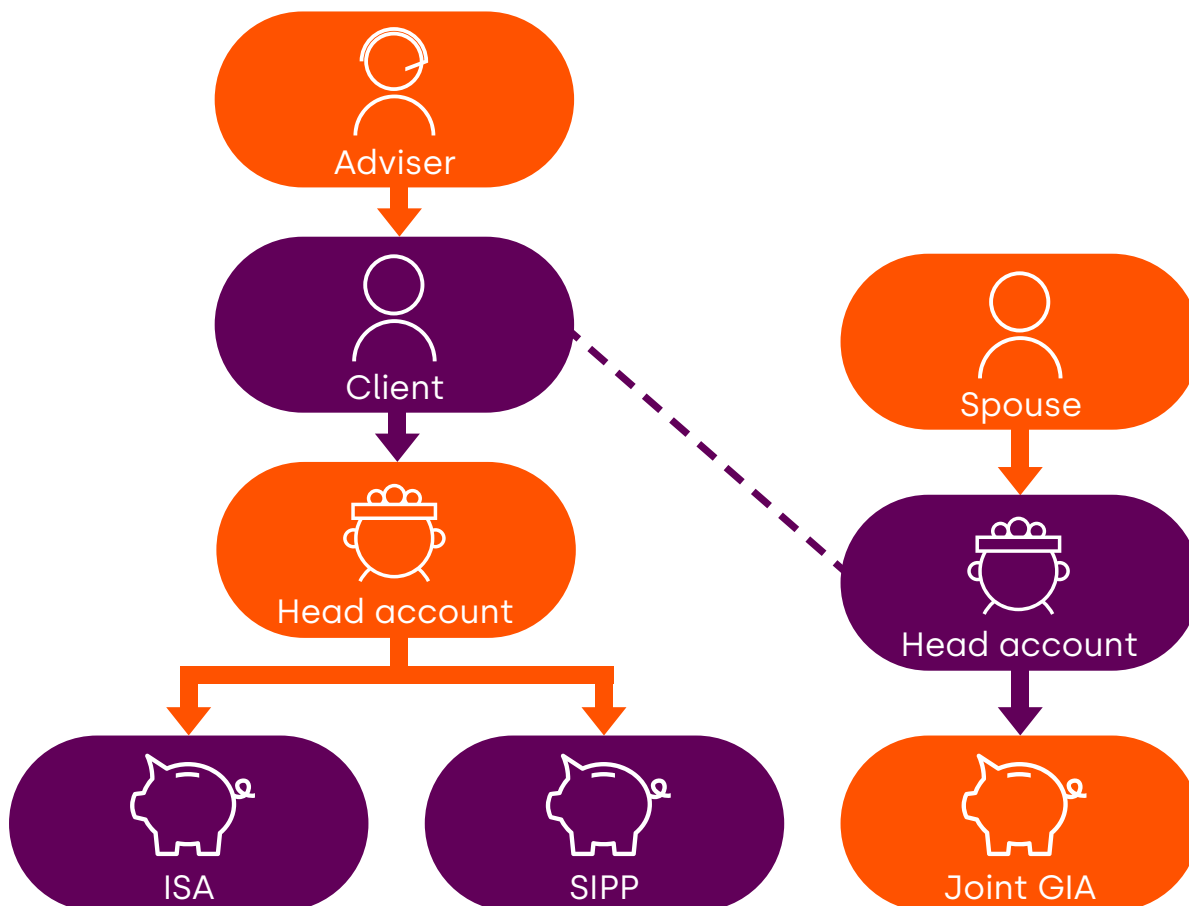


## Head and sub accounts

### What is a head account?

A head account links all your client's accounts together under a single reference, this will also be referred to as the client account. The first part of the head account reference is the same for all accounts/products under the same head account e.g. NJ10000096.

When an application is submitted for a prospective client, a new head account and new sub account will be created.



The head account shows a summary of the client's details and their products/accounts, including performance and any activity.

## Head account rules

- Only one ISA per head account
- Only one SIPP or JSIPP per head account
- Every third party provider will have its own head account - so each provider can only be linked to one offshore bond
- You can hold up to a maximum of five GIAs per head account
- Each head account will produce documentation on its individual anniversary date i.e. the date the account was opened.
- Users with multiple head accounts don't require multiple log-on details

## Multiple head accounts

A client may have multiple head accounts. The following scenarios will create multiple head accounts for a client:

- Joint, Trust and Corporate accounts
- Junior products where the client is a guardian
- Disqualified pension credit transfers
- New adviser firm

## Multiple head account implications

- Multiple reports may be required as reports are created at head account level.
- The client will receive a separate statement for each head account they have, with each statement covering all products held under a single head account. Each head account will produce documentation on its individual anniversary date i.e. the date the account was opened.
- Family linking - when an application is submitted for a client with an existing head account, a new head account and sub account will be created if the account is joint, or the account has an assigned adviser which is different to that assigned to the existing head account.

### Key message

To prevent a duplicate head account being created, check if a client has an existing record before setting up a new client account. The system will prompt you if you create a new client that matches an existing record.

**Client details**

**Set up client**

Title: None

First name: James

Surname: Example

Date of birth: 01/07/1980

Email address (optional): James.Example@test.co.uk

Phone (optional): Mobile | Country: UK (+44) | Phone number (optional): 5746468556

**Add client**

1. Client type ✓

2. Client details

Buttons: Previous, Cancel, Next

Customer with the same details already exists at the firm. Please review before creating new record:

Client	Email	Date of birth	Assigned Adviser	This is my client
James Example	James.Example@test.co.uk	1 Jul 1980	James Place	<input type="radio"/>
My customer is not in the list, create a new one				<input type="radio"/>

## What is a sub account?

Sub accounts are individual products held by the client, as such product specific information is located under the sub account e.g. allowances.

A sub account is created when new business journey is submitted and will be assigned a product reference e.g. NJ10000096-001.

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