

The smart investment platform



Transferring an ISA

User Guide

ISA Transfer

Registering a new ISA application is a straightforward process. As part of this process, we have introduced multi-factor authentication to the platform to eliminate the need for any signed paperwork. This guide will detail the steps required by your client upon submissions of an ISA transfer request.

Step 1

Proceed through the new business journey and register a new client in the usual way. If you would like further help on how to register a new client, please refer to our user guide which is available [here](#). Please ensure that you have obtained the applicants National Insurance number as this will be required as part of the process. Our ISA data capture form which lists all of the required information to process an ISA application is available to download [here](#).

Step 2

Tick to confirm application details are correct and accept the declaration.

After submitting the case, the relevant documents are generated. These documents can be opened and printed. The application summary can be signed by client and retained by the adviser if required but it does not need to be submitted to Novia Global.

Step 3

After reviewing the documents, click "finish" to complete the process.

Upon clicking "finish" an email is automatically generated and sent to the client email address that you added as part of the new business journey.

This begins the multi-factor authentication process.

The Applicant(s) declare that:

- The information supplied in this application and any supporting documents is true and complete to the best of the knowledge of the Applicant(s) and Adviser, who understand that it is a serious offence to knowingly provide false or misleading information on this Application form. We must be informed no later than 30 days after a change to the Applicant(s) residency status, or name, or permanent residential address.
- They understand and accept that we are not responsible for advice on the suitability or appropriateness of using the Novia Global Wealth Management Service or any investment decisions
- They understand and accept that their telephone calls with Us will be recorded for monitoring, training and security purposes
- All the information provided to Us either in this Application or subsequently may be shared with and used by, the group of companies to which we belong, any companies associated to You, service providers or agents in accordance with Our Data Protection Policy
- They understand and accept that any personal information obtained by Us in relation to this Application may be held and used by Us for any of the purposes set out in Our privacy policy which is available at all times on Our website, or disclosed to a Third Party to enable the Application to be processed:
 - to enable Us to service the Applicant(s) Account and/or any subsequent transactions; and
 - to communicate with the Applicant(s) directly or indirectly for any such purposes
- They understand and accept that We or associated third parties may make searches at electronic agencies, for the purposes of verifying their identity, information and status.

The Novia Global Stocks and Share ISA Declaration

In addition to the above general declarations, where the application is a transfer to the Novia Global Stock and Shares ISA:

I am submitting this Application to transfer, only when the Applicant has provided the required information, declaration, and authority. I confirm that the Applicant has authorised submission of this Application on their behalf and that they are eligible for the Novia Global Stocks and Shares ISA.

The Applicant declares that they are applying to transfer to a Novia Global Stocks and Shares ISA and declare that:

- They wish to transfer their Individual Savings Account (ISA) to a Novia Global Stocks and Shares ISA.
- That all subscriptions previously made belong to them.
- They are 18 years of age or over.
- They have not subscribed / made payments more than the overall subscription / payment limit in total to any combination of permitted ISAs in the same tax year.
- They have read and understood the Novia Global Stocks & Shares ISA Key Features Document.
- They have read, understood, and agree to the Novia Global Terms & Conditions.

They authorise Novia Global:

- To hold their ISA Investments, interest, dividends and any other rights or proceeds in respect of those investments and any other cash.
- To make on their behalf any claims to relief from tax in respect of ISA Investments.

Verification of identity

- I confirm that the applicant's name, address, and date of birth information in the - I confirm that the applicant's name, address, and date of birth information in the application was obtained by me. I also confirm the evidence I used and recorded in this regard was in line with the standards I am contracted to by Novia Global Limited through the Terms of Business.

Identification and verification documents are required before trading of a client's assets can commence.

I confirm that the Applicant(s) have read and accept the Terms and Conditions

[Back](#) [Save and Generate Documents](#) [Submit](#)

Thank you for submitting your application. Please use our [Secure Mail](#) facility to submit the documents needed to support our consideration of the application. Please note that these documents have been saved into your documents area if you require them in the future.

Generated Documents

- Welcome Letter
- Application Summary & ISA Transfer Authority
- Charge Schedule

[Finish](#)

You created an account with Novia Global Wealth Management Service.
Username: electon@novia.com

Please click here to confirm your email address: https://novia.com/securemail/confirm_email_address

This link will expire after 23 days. If the link expires, please request a new account creation link.

Many thanks,

Novia Global Limited is registered in England & Wales, Register Number: 10612163. Registered office, Cambridge House, Henry Street, Bath BA1 1US.
Novia Global Limited is authorised and regulated by the Financial Conduct Authority, Register Number: 653661.

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Multi-Factor Authentication

Step 1

To begin this process, the client will need to click the link in the email and then enter their date of birth.

Account Verification

To complete registration of your account please provide a password and answer the verification question. If you are unable to verify your account please contact Novia Global Client Services on +44 (0) 1225 517 517.

Email Address
steve.newell+test@novia-global.com

Date of birth
Date of birth

Continue

Summary

You have successfully completed updating your account and may now sign in with your account credentials.

Sign in

Step 2

Once the correct date of birth has been entered, the client will then be able to set their own password.

Then, the client will then be able to begin the login process.

Login

New Password

Confirm New Password

Continue Cancel

Login

Username
Email Address

Password
Password

Remember me

Forgotten password

Sign in

Step 3

After entering their new password, they will need to add a mobile phone number. This number will be used to send a verification code.

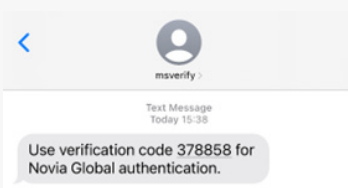
The verification code will arrive immediately.

Login

Country
Country

Phone Number
Phone Number

Continue



Step 4

The client will then need to enter the correct code in order to access the Client Portal.

The screenshot shows a login form with the following elements:

- Login** header
- Phone Number field with the value XXX-XXX-370258
- A note: "If this number needs to be changed, then please contact your financial adviser"
- A highlighted "Enter your verification code" field with a sub-label "Enter your verification code" inside it.
- A green "Continue" button.

The Client Portal

The screenshot shows the home screen of the Client Portal with the following elements:

- Navigation menu: Home, Approvals (highlighted), Research Hub, Reports, Documents, Secure Mail
- Breadcrumbs: Home > Client Details
- Section: We Are Processing Your Application
- Text: "Thank you for signing up to the Novia Global Wealth Management Service. There is currently no value linked to this account. If you have recently made an investment, please note that funds may still be in the process of clearing."

Step 1

This is the home screen that the client will initially be presented with. To approve the ISA transfer, the client will need to click "approvals" then a list of all submitted transfers will be displayed.

The screenshot shows the Approvals page with the following elements:

- Breadcrumbs: Home > Approvals
- Section: Approvals
- Table with columns: Transferring Scheme, Transfer Authority Document, State
- Table row: Fidelity, View (highlighted), Pending Approval

Step 2

Click "view" to see further information on each transfer.

The screenshot shows the details of an ISA Additional Transfer Proposal with the following elements:

- Breadcrumbs: Home > Approvals > Request Details
- Section: ISA Additional Transfer Proposal
- Fields: Transferring Scheme Name: Fidelity; Transferring Scheme Address: PO Box 391, Tadworth, Surrey, KT20 9FU, UNITED KINGDOM; Transferring Scheme Reference: P12458011; Estimated Transfer Value: 137450 GBP
- Buttons: Approve, Approve Conditionally, Reject

Step 3

A detailed summary of transfer will then be displayed.

Upon clicking "approve" the case will then be completed and our client services team will begin the ISA transfer process.

The screenshot shows the details of an approved ISA Additional Transfer Proposal with the following elements:

- Breadcrumbs: Home > Approvals > Request Details
- Section: ISA Additional Transfer Proposal
- Fields: Transferring Scheme Name: Fidelity; Transferring Scheme Address: PO Box 391, Tadworth, Surrey, KT20 9FU, UNITED KINGDOM; Transferring Scheme Reference: P12458011; Estimated Transfer Value: 137450 GBP
- Status: Approved (indicated by a green checkmark)

Next time the client logs into the Client Portal, a verification code will be sent to the phone number that was previously entered.

The screenshot shows a login form with the following elements:

- Login** header
- Phone Number field with the value XXX-XXX-5370258
- A note: "If this number needs to be changed, then please contact your financial adviser"
- A highlighted "Enter your verification code" field with a sub-label "Enter your verification code" inside it.
- A green "Continue" button.