

The Exchange

Getting Started Guide

9 December 2019



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This guide has been put together to help you make the most of The Exchange. The document is designed for new users (and those wishing to refresh their memory) and introduces the various areas of the service.

The screen shots are indicative and the providers and products available may change.

Accessing The Exchange

Welcome to The Exchange. The Exchange is the most comprehensive online trading tool for the UK financial services industry.

It covers a wide range of product areas including life and health protection, pensions, investments and general insurance and, most importantly, is supported by all of the UK's major product providers.

In addition, The Exchange offers a whole host of additional services designed to make running your business easier and more profitable.

This document assumes you have already obtained a Username and Password for The Exchange (www.exchange.co.uk). If you require a new username or password or have misplaced yours, please call our **Customer Care Line** on **+44 (0)345 068 3000**.

When you log in to The Exchange you may see a notification page, this is used to inform you of any important changes that are being made.

The Exchange Variations

The Exchange comes in a number of different licence types. These vary due to subscription and the regulatory regimes in which your business operates. Please be aware that these different licences may result in slight screen variations compared with this guide. If you access The Exchange via a piece of desktop software ('back office system') then this document is not applicable for your use.

If you require more information regarding the different licences available please give us a call on **+44 (0)345 068 3000**.

Navigating around The Exchange

The Exchange is divided into a number of sections. These can be easily accessed from the horizontal bar which is present on every page in the website.

The bar provides an easy way to navigate around the website. Select any of the headings to access the contents. As with the above-mentioned variations the options on this bar may differ on your account.

Home

The Home page displays the latest service news and enables access to a number of areas of the website. You should check the Home page for updated site information, upcoming service announcements and provider messages.

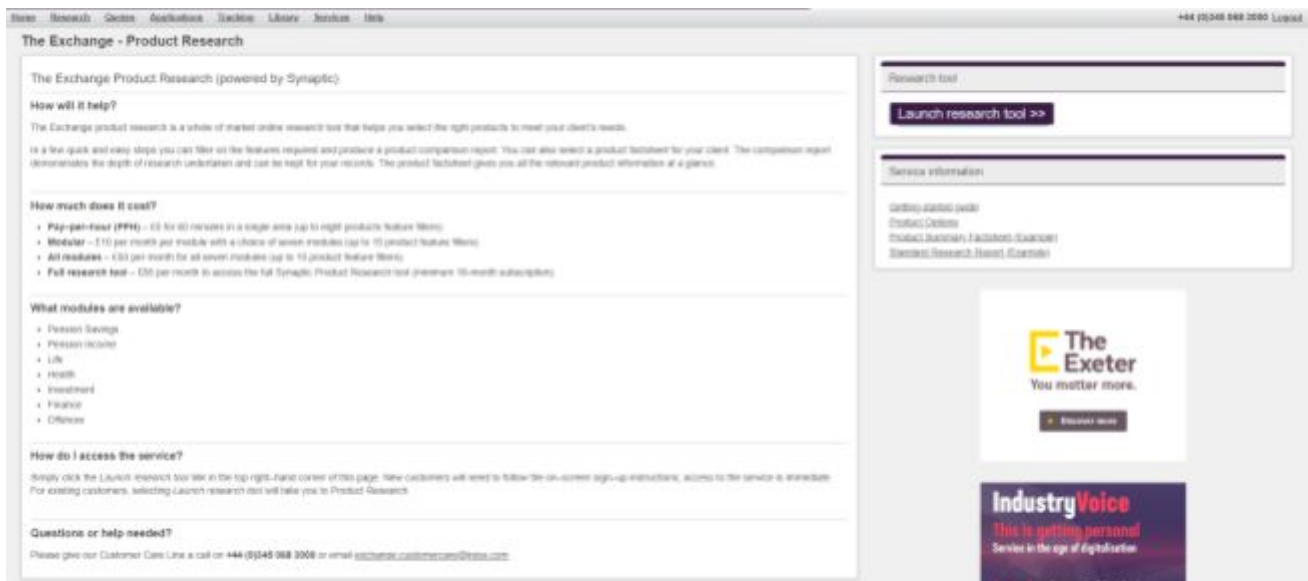
The screenshot shows the Home page of The Exchange website. At the top, there is a navigation bar with links for Home, Research, Quotes, Applications, Tracking, Library, Services, and Help. On the right side of the navigation bar, there is a phone number +44 (0)345 068 3000 and a Logout link. The main content area is divided into several sections:

- Welcome to The Exchange**: A header section.
- Aviva News**: Two articles from Aviva. The first is titled "NEW Our Income Protection+ just got better" and is published on Thursday 5 December 2019. The second is titled "Aviva's lifetime mortgages are now more flexible" and is published on Monday 11 November 2019. Both articles include detailed text and bullet points.
- Tweets**: A section displaying two tweets from Iress UK (@iressUK). The first tweet is dated Dec 6, 2019, and discusses Client Portals and a Loose Change podcast. The second tweet is dated Dec 6, 2019, and mentions a conversation with Samuel Instone, CEO of wealth management business @aesint.
- Provider centre**: A section with a "View" button and text: "View provider specific documents, research tools, as well as details of provider outages." Below this is a "Scheduled outages" section stating "There are no provider outages at this time."
- Equity Release**: A promotional banner for LVE (Lifetime Value) with the text "So your clients can enjoy their retirement even more" and a "Click here" button.
- IRESS News**: A section with a "Published 06 February 2018" date and the title "Our Products - Global learning, local implementation". It features an image of a person working on a laptop.
- Industry Voice**: A section with the title "The importance of open and honest conversations" and the text "Posted by LVE on 18th November 2019". It features an image of a woman wearing a headset.

The Home page enables access to the Provider outages, Provider centre, My account and the Price list.

Research

The Research area of The Exchange offers a flexible research tool powered by Synaptic.



The Exchange Product Research is a whole-of-market online product research tool provided by Synaptic that helps you select the right products to meet your clients' needs. For financial advisers, the product research tool is currently available on a pay-per-hour and modular payment options, saving you money because you only pay for the services that you use.

In a few quick and easy steps you can filter on product features to produce a comparison PDF of the products that meet your client's needs. You can also select an individual product factsheet, giving you detailed information to share with your client and to keep on record.

To access the research tool, click the '**Launch research tool**' on the right hand side of the '**Research**' page.

Quotes

The Quotes page enables access to a wide range of quotation services. These offer you the widest range of quotations and electronic applications in the UK financial services market.

To access a quotation service, select the product area from the left before selecting the product in the right hand list.

Various 'Getting started...' guides cover the majority of these services and can be accessed in the **Help** area of The Exchange.

Home Research Quotes Applications Tracking Library Services Help +44 (0)345 068 3000 Logout

The Exchange - Quotes

To perform a new quote, simply select the desired product area from the left list below, and then select the appropriate product from the right.

Protection

- Protection package (Menu plans)
 - Term (+ Critical illness)
 - Business term (+ Critical illness)
 - Whole of life / Over 50s
 - Income protection

Retirement

- Annuities
- Pensions
- Equity release UPDATED

Other

- Bonds
- General insurance
- Referral services

Multi-benefit
Multi-policy

Income Protected

Find out more in our 'Enhancing your selling skills' webinar

FIND OUT MORE

Intermediary designed

Provider outage

There are no provider outages at this time.

Recent quotes

Client	Product	Reference	Date
Person, R Mr	IP Own life		06/12
Test, T Mr	Term assur.		05/12
Test, T Mr	Whole life		26/11
Critical, T Mr	Term assur.		26/11
Critical, T Mr	Term assur.		26/11
Person, R Mr	IP Own life		08/11

[Review quotes](#)

Rental Protection Plan

Help your clients financially protect their rent

The **Recent quotes** section displays your last quotations performed. These can be accessed by selecting the client name. To access a more complete list of recent quotes, select the **Review quotes** link at the bottom of your recent quotes box. This will then take you to the below Review quotes screen.

Home Research Quotes Applications Tracking Library Services Help +44 (0)345 068 3000 Logout

You are here: Review quotes >

Options

Service:

Options:

Status: Seen Unseen All

Surname:

Quote reference:

Quote date range: to

[Hide options](#) [Reset](#) [SEARCH](#)

The table below shows a list of your recent quotes. To delete a number of quotes please select the checkboxes and click "Delete selected".

Transaction number	Quote reference	Client(s)	Product type	Product details (Key)	Date & time	Logon ID	Status
<input type="checkbox"/>	260790022	Person, R Mr	IP Own life	Age, PU	06/12/2019 15:55:01	JESSH1	Seen

RETIREMENT PLANNING

STANDARD ANNUITY

Competitive price

Five-star service

Strong, trusted brand

FIND OUT MORE

SCOTTISH WIDOWS

FOR UK FINANCIAL ADVICE ONLY

Showing 1-1 of 1 quote
Page 1 of 1

The Quotes screen will vary depending on your licence and regulatory permissions.

Applications

The Applications section introduces the electronic application process via The Exchange. Clicking apply from the comparison results screen will give you access to electronic applications.



Once applied for, a list of these applications will appear in the Applications area.

The screenshot displays the 'Applications' section of a web application. At the top, there is a navigation bar with links: Home, Research, Quotes, Applications, Tracking, Library, Services, Help. The user's phone number (+44 (0)345 068 3000) and a Logout link are also visible.

The main content area is titled 'Applications' and includes a search filter form with the following fields:

- Applicant name:
- Transaction number:
- Application date: 06/12/2019 to 09/12/2019 (with calendar icons)
- Status: All (dropdown)
- Provider: All (dropdown)
- Reference:
- Date last updated: to (with calendar icons)
- Adviser: All (dropdown)

Buttons for 'Hide options', 'Reset', and 'SEARCH' are located below the filter form.

Below the filter form, there is a table of applications:

Provider	Product	Applicant(s)	Transaction number	Reference	Application date & time	Adviser	Date last updated	Status
AIG	YourLife Plan- Income Protection	Rental Person	260790022	191206035455512	09/12/2019 13:17:11	Jessica Hughes (972390)	09/12/2019 13:17:11	Sent

On the right side, there is a 'Useful links' section with the following text: 'Tracking Registration has been completed but some providers require additional information, which can be submitted after confirming the initial registration. Please ensure that the secondary registration is performed, if required.' Below this are links for 'Tracking step-by-step guide' and 'Provider registration'.

At the bottom right, there is an advertisement for 'Equity Release' with the text: 'We can help you recommend lifetime mortgages confidently' and the LVE logo.

The footer of the page shows 'Showing 1-1 of 1 application' and 'Page 1 of 1'.

Submitting electronically, helps reduce the number of errors and omissions in an application. Further benefits include speedier processing and, in some certain circumstances, enhanced commission.

Tracking

The Tracking area, which is free to use, enables you to track your submitted applications electronically.

Home Research Quotes Applications Tracking Library Services Help +44 (0)345 068 3000 Logout

You are here: Applications

Applications

Options

Applicant name Provider

Transaction number Reference

Application date to Date last updated to

Status Adviser

[Hide options](#) [Reset](#) [SEARCH](#)

Applications (1) LifeQuote applications (0)

Provider	Product	Applicant(s)	Transaction number	Reference	Application date & time	Adviser	Date last updated	Status
AIG	YourLife Plan-Income Protection	Rental Person	260790022	19120603545512	09/12/2019 13:17:11	Jessica Hughes (972390)	09/12/2019 13:17:11	Sent

Showing 1-1 of 1 application Page 1 of 1

Useful links

Tracking Registration has been completed but some providers require additional information, which can be submitted after confirming the initial registration. Please ensure that the secondary registration is performed, if required.

[Tracking step-by-step guide](#)
[Provider registration](#)

We can help you recommend lifetime mortgages confidently LVE

Tracking your applications electronically delivers many benefits for your business. All tracking information is shown on one screen and can be easily actioned by either an adviser or an administrator.

Tracking allows you to track applications sent not only from The Exchange but from other sources e.g. paper or a providers website.

The Exchange tracking area automatically returns updates from a number of key providers. This information is aggregated and presented in an easy to read format. The system highlights tracking responses, which require a response e.g. a request for medical details.

Before you can begin to use the Tracking service you will need to register to receive information from each provider. Select the Provider registration link to begin this process.

A detailed introduction to this area can be found in the user guide accessed from the Tracking page.

Library

The Library gives access to a wide range of product documentation all in one place for example Key Features Documents, application forms or trust documents can be found here. To search for a specific document select the Provider, Service, Product Type or Document Type from the dropdown boxes or just type in a key word that would be in the title, then hit search. This will narrow down the provider logos available in the list below. The number shown under each provider logo indicates the number of their documents available that match the search specified. This number will update as you amend your search.

Find documents
























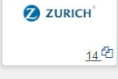
Options

Provider: Document type:

Service: Document name:

[Hide options](#) [Reset](#) [SEARCH](#)

Select a logo to view provider documents

 27	 31	 39	 3	 27	 27
 2	 11	 4	 5	 11	 8
 15	 44	 57	 22	 8	 9
 37	 23	 9	 3	 51	 14


Information

The number shown [23](#) under each provider logo indicates the number of their available documents that match your search. This number could change as you amend your search.

Equity Release

So your clients can enjoy their retirement even more

[Click here](#)



Select the logo you require and this will load the below screen, which will keep your previous search criteria as filters.

Home Research Quotes Applications Tracking Library Services Help +44 (0)345 068 3000 Logout

Aviva

Document Library

You are seeing 41 of 81 documents

Document name	Document type	Services	Reference
Immediate Life - Key Features	Key Features / Key Information	ANN	4442000
Key Features of the Enhanced Pension	Key Features	FIN	5742020
Enhanced Pension - Overview Document	Key Features / Key Information	ANN	4447020
Enhanced Life annuity summary	Key Features	7% 8% 9%	4411000
Life Insurance Policy Summary	Key Features	7% 8% 9%	4412000
Critical Illness Policy Summary	Key Features	7% 8% 9%	4413000
Income Protection Policy Summary	Key Features / Key Information	7% 8% 9%	4414000
Life Cash Protection Policy Summary	Key Features / Key Information	7% 8% 9%	4415000
Whole of Life Insurance Policy Summary	Key Features	7% 8% 9%	4416000
Whole of Life Insurance Policy Conditions	Key Features	7% 8% 9%	4417000
Simple Life Insurance Policy Conditions	Key Features	7% 8% 9%	4418000
Critical Illness Annuity Guide	Product Information	7% 8% 9%	4419000

Filter results

Products used:

Immediate Life - Key Features

Click on a color to show the related products

ANN

Company pension annuity products

Immediate ending personal pension products

Immediate life annuity products

Pension annuity products

Our menu solution provides a shield of protection as individual as they are.

Find out more

AVIVA

Back

On this page you can see what services apply to each document and you can further filter your search if needed.

Services

This area gives you access to a wide range of tools and services, which will complement your business processes.

Home Research Quotes Applications Tracking Library Services Help +44 (0)345 068 3000 Logout

The Exchange - Services

The Exchange premium services

Extend your subscription with our range of premium services, offering everything from specialist quote services to amazing value support services that can help to drive cost out of your business.

Annuities quotes

- Equity release quotes **FREE**
- Exchange product research
- Electronic identity checking
- Conveyancing
- Websites and webtools
- Term plugin
- Impaired life term quotes

Pension annuity

- Purchased life annuity
- Annuities Plus

Blogs

A fresh perspective from our provider and lender partners

Read

Mortgage tools

Sourcing

Take advantage of these amazing deals on the leading mortgage sourcing tools, exclusive to The Exchange subscribers.

- XPLAN Mortgage – £21.00* (starting from)
- Trigold Prospector – £21.00
- MortgageBrain – £21.00

*There is no additional charge for the XPLAN Mortgage - Mortgage Sourcing Module if you have an existing Trigold Licence.

Electronic identity checking

Instantaneously check identities electronically online for just £3 per search.

Find out more

Equity Release

With our industry recognised products and market knowledge

LVE

Need Help?

Please give our **Customer Care Line** a call on **+44 (0)345 068 3000** or e-mail us at **exchange.customercare@iress.com** for assistance.