

## Purpose

This document is to provide Financial Intermediaries (FIs) with the steps necessary to access the Credo Model Portfolio Service for their Investors and the areas of responsibility that remain with FIs to undertake.

## Overview

Credo offers a range of model portfolios that can be accessed as part of the Credo Model Portfolio Service. Details are available on the Credo website <https://www.credogroup.com/financialintermediaries>. The Credo Model Portfolio Service (MAP & MAP ESG) have been added and are visible under the Model Portfolios tab in MyCredo.

If you are interested in any of the other Credo model portfolios for your Investors, then please contact your Relationship Manager for more details.

## Process

### New Investor – Application

The Credo Application Form makes reference to the Credo Model Portfolios and you will need to flag on these forms (using the steps outlined below) to indicate that this account (or accounts) are to access Credo Model Portfolios.

Note that the Account Opening Guide outlines the application process for opening an Investor Account with Credo but the specifics relating to accessing Credo Model Portfolios are set out below.

On the Credo Application Form:

- Select Discretionary as ‘Mandate given to Credo’ rather than the default of Execution-Only

#### Section II – Financial & Investment Information

##### Financial Information

Please indicate the currency in which you would like the portfolio to be reported to you

Sterling

US Dollar

Euro

Other:

##### Type of Mandate given to Credo

Execution-Only Credo acts only on your instructions. Neither you nor the Investor expects to receive any advice or research from us

Discretionary Credo has full discretion to manage investments on behalf of you and the Investor as per the agreed investment proposal

- Complete the Credo Managed Portfolio Services section with details of the model(s) you are wishing to access for this Investor.
- Upon receipt of the fully completed and signed application form (and any other supporting documents as may be required) Credo will set up the Investor’s portfolio accordingly.

## New Investor – Trading

Upon receipt of cash or in-specie assets (depending on how the account is being funded) it is the responsibility of the FI to do the initial rebalance of the Investor's account(s) into the model portfolio.

To do this:

- Go to 'Model Portfolios' tab
- Select 'Balance Single Account'
- Enter the Investor's unique account reference (begins with CC for onshore custody and JC for offshore custody accounts)
- Select relevant Credo Model Portfolio in 'Select Model' field
- Enter text in the 'Reason for Dealing' field
- Click 'Balance Model'

The screenshot shows the 'Model Portfolios' tab in the Credo application. The 'Balance Single Account' option is selected under the 'Rebalancing' section. The 'Balance Account To Model' form is displayed with the following fields:

- Select Account:** Name 1 - CC071324 ID
- Select Model:**  Use Portfolio Model, Credo Multi-Asset Portfolio GBP 70/30
- Trade Mandate:** Discretionary
- Balance Options:**
  - Distribute Cash
  - Use Pre-allocated Positions
  - Use Realtime Prices
- Balance Cash Amount:** [Empty field]
- Reason for Dealing:** ISA transfer received
- Talk to me:** [Empty field]

The user will then go through the necessary authorisations and approval steps depending on their individual user permissions to finalise the trades.

Please see MyCredo User Guide (specifically Blotter & Approve/Reject sections) for full details or contact your Account Manager for additional help/training.

From this point on the account will be included in any rebalancing and underlying investment changes that the Credo Investment Team instructs.

## Existing Investor

For existing Investor accounts that are looking to utilise Credo Models, where they have previously been invested in other strategies, please contact your Credo Account Manager for next steps to arrange. It is possible that a completely new Credo Application Form will be needed but your Account Manager will be able to advise.

## Other responsibilities

- **Topping up additional funds** - If the Investor tops up their existing Credo accounts, that are linked to a Credo Model Portfolio, then it is the FI's responsibility to trade this into the model as otherwise it will be left in cash until the next Credo Model rebalance.

For steps on this then please refer to MyCredo User Guide or ask your Credo Account Manager for guidance.

- **Raising cash** - if the Investor wishes to take withdrawals, then it is the FI's responsibility to raise the necessary cash to fund this.

For steps on this then please refer to MyCredo User Guide or ask your Credo Account Manager for guidance.