Completing the standard set-up forms
Zurich Intermediary Platform

To set-up a firm efficiently on the Zurich Intermediary Platform it is essential that:

- All relevant forms are completed.
- All parts of the form are fully and accurately completed as appropriate.
- Forms are signed by an individual authorised to do so on behalf of the firm.
- Forms are returned to the correct address as shown on the reverse of the form.

Please ensure that the firm has an agency agreement with the Zurich Intermediary Group in place prior to completing or submitting any firm set-up forms.

Additionally, please ensure that you have identified whether the firm:

- Is a member of a network.
- Has a relationship with a service provider, e.g. Sesame Bankhall.
- Operates trading styles, e.g. trades with alternative company names for different segments of their clients.
- Has more than two additional branches. If so, complete an additional form which provides room for more addresses.
- Uses a back office system and receives EDI commission.

Please refer to the “Firm set-up form – guidance notes” document for details of which form(s) are relevant to the firm.

Please also ensure that the following documents are made available to the firms principal prior to signing any forms:

- Origo legal framework.
- Zurich Intermediary Platform Terms of Use.
- Zurich Intermediary Platform Terms of Business.

The majority of the information requested on the forms is self explanatory. However, some areas require special attention, consideration or explanation. The following looks at the “Firm Set-up form – Adviser firm (standalone or has an arrangement with a service provider)”.

This form is representative and any comments or explanations are common to all forms.
Section 1 – Firm details

Question 2
Does your firm have an arrangement with a service provider?

A service provider is an organisation that provides members with compliance or supportive processes to directly authorised firms.

Question 4
Email address

Should the Zurich Intermediary Platform be unavailable we will provide advanced notification where possible to this email address.

Section 4 – Firm remuneration, Disinvestment Strategy and valuation requirements

This is the date that the process of the payment will commence, not the date the money will arrive with the account.

Questions 5 and 6
EDI supplier and mailbox address/receiver code (if applicable)

EDI is generally used within the account back office system to automate commission payments. The reference numbers can easily be obtained from the firms back office system provider.

Section 7 – Firm Administrator details

Firm Administrator details

It is possible for the firm administrator to be either as an “adviser” or “non-adviser”. Firm administrators are set up as non-adviser by default unless specified.
Section 8 – One-off remuneration

Question 2
Maximum amount permitted each year from a Client’s Zurich Portfolio? (if applicable)

This amount is set at outset. This can be changed but involves manual processes.

Therefore, care should be taken to specify an amount that is reflective of the adviser’s actual requirements. All one-off payments to advisers must have the client’s written instruction.

Care should also be taken to ensure compliance with the FSA rules relating to providers influencing a distributors remuneration.

Section 9 – Remuneration parameters (if applicable)

Regular Initial Adviser Remuneration (RIAR) is a new charge that is required to meet the changes introduced by RDR.

RIAR is being provided to allow the cost of initial advice to be spread over a number of payments, where the customer is contributing on a regular basis.

RIAR will only be supported for accounts where a regular payment has been set-up by the adviser.

RIAR will be defined as either a total amount to be paid or a fixed amount per collection. It will be collected at a selected frequency for a specified number of collections on the deduction date. This is based on the account activation date for a monthly frequency or on an equivalent date depending on the frequency chosen.

Deductions for RIAR will not begin until both the first regular payment has been collected and the client’s authority has been received.

If remuneration parameters are required please complete the following section.

Please note that the ‘Default’ and ‘Maximum’ percentage can be requested up to 2 decimal places, but the figure must be in 0.05 or 0.10 increments, for example 1%, 1.05% or 1.10%. The percentage stated should be the yearly amount.