

Everything Financial Advice Firms need to know about Unipass Letter of Authority



Unipass
Letter of Authority

By
ORIGO





We built Unipass Letter of Authority (ULoA), with input from advisers, providers and platforms and have continually gathered feedback on the service. With this feedback in mind and in line with our dedication to improving user experience, we have now made key upgrades to ULoA to improve your experience.

In this guide, we will reveal the significant service enhancements and share some user testimonials. You'll also find a FAQs section, with useful resources like how to sign up.



Anthony Rafferty,
Origo CEO

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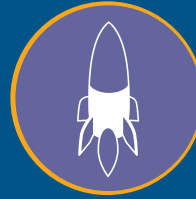
Unipass Letter of Authority (ULoA) is the award-winning efficient, digital solution to the onerous, manual LoA process.

Our innovative solution was developed with feedback from the industry to seamlessly bridge the gap between advisers, providers, and platforms. Free for advisers, ULoA is a one-stop-shop which makes submitting letters of authority fast and efficient, giving you more time to focus on your clients.



Whole-of-market provider coverage:

One method to send all of your LoA requests.



Enhanced service:

We've recently made upgrades based on your feedback.



Digitally handle sensitive client documents.



Free for advisers.



Reduce time spent on admin and improve your LoA turnaround time.



ULoA is a secure, online portal where you can share sensitive client information confidently.



ULoA helps you to provide transparency, honesty and protection for your clients in line with Consumer Duty regulations.



No more print, post or stamps, reducing costs and supporting your environmental goals.



All you need to get started is a Unipass Identity

An Enhanced Service

With our ongoing dedication to improving user experience, through listening to adviser feedback on our service, we have delivered significant changes to make the process better for all users.

Here are the significant enhancements we've made to the service:

Whole-of-Market Provider Coverage:

With whole-of-market provider coverage, ULoA gives advisers a single method for sending LoA requests to any UK platform or provider that can receive digital LoA requests, for free. Your requests will either be sent digitally via the portal to subscribed providers, or we will route them via secure email to ensure your requests reach the correct team, giving you a single method for submitting all of your LoA requests. This means you will never have to find the correct email address for a platform or provider yourself again.



Upload a Checklist:

Upload a checklist of data items that you need from the provider so that your request contains your specific information requirements.



Receive Notifications:

Want to know when your case has been received, accepted, or fulfilled? Receive notifications from subscribed providers to a mailbox of your choice for each status change – reducing your chaser calls!.



How to Get Started

All you need to sign up to ULoA is a Unipass Identity.

What's a Unipass Identity and how do I get one?

To sign up to ULoA you will need to have a Unipass Identity.

Unipass Identity is a free, secure service used by 8/10 UK financial advisers to provide a single means of identification to log into financial websites.

You can also use your Unipass Identity to access Unipass Transfer Tracking, and Unipass Agency Services, both are also free for advisers.

[Apply for a
Unipass Identity](#)

I've got my Unipass Identity, how do I get started with ULoA?

Adviser Firms can now self-register to Unipass Letter of Authority.

Once your Firm has registered, you will be able to submit ULoA requests immediately! This is thanks to the assurance that a Unipass Identity provides.

[Register for
ULoA](#)

What Do Advisers and Providers Think About ULoA?

In a recent survey, ULoA adviser users highlighted the following as key benefits of our digital streamlined service:

"The system is so easy to use."

"Everything is in one place and easy to track once sent."

"All information is in one system and one place."

**ULoA
adviser
users**

"Speed of generating LoAs."

"Ease of use and the fact we don't have to search for providers email addresses or phone numbers."

"Fast process and quick response to requests."



ULoA adviser user speaks on Legal & General using the service:

"We have found the turnaround time very impressive, it's been within 2 days which is unheard of in the industry. The system is very easy to use."

"Since introducing Origo's Unipass Letter of Authority (LoA) digital solution, which checks that the information Aviva requires has been supplied, we have seen significant improvements. Nine in ten requests are now accepted on first submission, without the need for additional information, delivering efficiencies for our business, advisers and customers."



Useful ULoA Resources

We have a myriad of useful tips, information and videos available to help you along the way when using ULoA. We encourage you to click on the resources below!

1

Adviser Knowledge Base

A centralised practical website you can use to discover all things ULoA, from accessing ULoA to user maintenance.

2

Video: Creating and Submitting a LoA Request

Watch this short video which demonstrates creating and submitting a letter of authority.

Creating and Submitting a LoA Request with Unipass Letter of Authority



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Origo Unipass Letter of Authority:

Ensuring compliant and streamlined LoA practice



Read the full report

Within financial services, Consumer Duty emphasises fairness, transparency, and protection for clients. Most of us are aware of the unfortunate state of the current LoA process. It is manual, labour and resource intensive, and falls short of everyone's expectations, ultimately negatively impacting client experiences and relationships between advisers and clients.

We partnered with Model Office to produce a report on how Unipass Letter of Authority supports Retail Investment Advisers (RIA) and Product Providers compliance with the relevant Financial Conduct Authority (FCA) regulations. Here is a snippet of the report:

The Consumer Duty	Relevance	How Origo's ULoA helps RIAs and product providers meet the requirements
The cross-cutting rules		
Good faith	PRIN 2A.2.2R	ULoA ensure RIAs and product providers are acting in good faith with honest, fair and open dealing, acting in a consistent manner with the reasonable expectations of clients.
Foreseeable harm	PRIN 2A.2.8R	ULoA creates a clear audit trail ensuring RIAs and Product providers ensuring evidence for gaining full product information in a secure manner and gaining the ability to assess the product(s) against the client's ongoing needs.

Useful ULoA Resources

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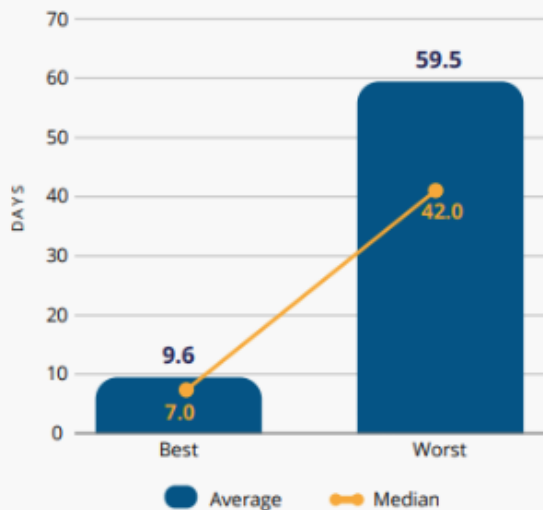


Before we could arrive at the solution, we first needed to quantify the problem. We worked with the lang cat who surveyed more than 200 advisers to help us assess the LoA issue. They also conducted more in-depth interviews with advice firms to explore some of the themes in detail. The result is our Whitepaper, 'LoA Process: Just Fix It Already', which highlights the problems in the process, their scale, and what a better LoA future could look like.

One of the many issues highlighted was the typical best and worst-case scenario for processing LoAs. At worst, we're talking almost 2 months!

[Read the Whitepaper](#)

"What is the best and worst case scenario for processing a letter of authority?"



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In this report in association with NextWealth, we look at the client onboarding process and the challenges it poses to financial advisers and providers. These challenges have negative knock-on effects for clients but also for both advisers and providers. Notably, LoAs were identified as major blockers in slowing down client onboarding.

The Whitepaper's findings revealed that the biggest drag on onboarding times, cited by 72% of advisers, was waiting for client data to come back from policy providers. This delay sits outside the advice firm's control. Through greater understanding of one another's challenges and viewpoints, we can work together to deliver better outcomes to clients.

[Read the Report](#)

Frequently Asked Questions

Which providers support ULoA?

Advisers can now interact with all UK platforms and product providers via ULoA. Our service has an ever-growing list of fully subscribed providers that have adopted the service in full, so requests to them and responses from them benefit from full tracking and status updates, with which to create a comprehensive audit trail. Those providers that have yet to fully subscribe receive your requests via a secure email, and then respond via the service in a secure email.

Does the system alert me to any updates or activity that has happened with my requests?

Yes. ULoA has optional alert notifications that can be sent to an email mailbox of your choice, so any changes in the status are communicated to you immediately. Providers can also use our notifications, so they know straight away that a request has come in from you.

Do I need to fill in multiple forms on ULoA if my client has policies with more than one provider?

No. Our service requires one set of client data and the policy details entered into the system. ULoA then produces one declaration form for the client to sign.

Can ULoA be integrated into my back-office?

Yes. The service can be fully integrated into both adviser CRMs and Provider Workflows. Integration work may already be in process with your back office system, but if you'd like to know more about our plans, then [get in touch](#).

Frequently Asked Questions

How will I know that my LoA request has been received by the provider?

When a fully subscribed provider receives your LoA request, they will either accept the request (in order to begin the fulfilment process), decline the request, set an expected response time, or indeed contact you for further information. All of these actions are carried out via ULoA and each triggers an alert for you. When a non-subscribed provider gets a request via ULoA the system will email them on your behalf.

Can I use my own data request checklists in ULoA and does it support digital signature?

Yes. You can upload your own bespoke data request items that your business demands as part of your quality and assurance process. You can upload digitally signed declaration forms (e.g. Docusign, Adobesign) from the client, upload your own wet signature document or use Origo's own signature documentation.

[For more FAQs and Useful ULoA Articles Visit our Knowledge Base](#)

Join 4,800+ ULoA Users Today

With over 4,800 advice professionals from over 2,300 Firms already using ULoA, don't delay upgrading and simplifying your letter of authority process.

Free for advisers with whole-of-market provider coverage, Unipass Letter of Authority is the ready-to-use digital system to make dealing with letters of authority a pain free process.

[Register/Log in](#)



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