

Prudential ISA Online Services

Customer FAQs Add Money In

Frequently asked questions for Investors using the Prudential ISA online services digital portal



1.0 Add Money In

1.1 HOW DO I BEGIN?

Any health/life event we should

If there's any health or life event we should be aware of in our dealing with you, you can

Before doing so you may wish to read our Dealing with Client Needs and Circumstances guide for information on matters you may wish to consider and what help we can provide.

be aware of?

contact us at any time.

From your Dashboard, you can click the 'Add money in' button, located below your personal details on the lefthand side.



Valuation history

Total value PruFund Risk Managed 2	
£1.00	£1.00
23.80	60.00
23.60	08.03
20.40	£0.40
00.20	60.20
00.00	£0.00
00.2	00.2
AL	



1.2 BEFORE YOU START

You will be presented with a 'Before you start' page containing important information about the process of adding money into your Prudential ISA using the online service.

Before making any investment decision, or if you're unsure about any of the information detailed, we recommend you speak with a financial adviser first.

Select the Start button to proceed.





1.3 MONEY IN

On the 'Money in' page, you have the ability to invest in either a single contribution and/or regular monthly contribution. The 'Add+' button will expand each section, allowing you to input all required details.

💙 waystone 📕 Pru	My dashboard My document	5 My account Contact details	Help & support	Log out
Dashboard > Before you start > Money in				
Money in				
Here you can add the details of your Single contribution ready you can click Next, and you'll be able to select the	and/or your Regular contribution e fund(s) for your investment.	n. Once you're		
Single contribution				Add +
Regular monthly contribution				Add +
Back				Next

1.4 WHY IS THE REGULAR MONTHLY CONTRIBUTION OPTION DISABLED?

If you have an existing regular withdrawal plan in place, you will not be able to set up a regular monthly contribution. The Prudential ISA doesn't allow a regular withdrawal and regular monthly contribution to be in force at the same time.

	My dashboard My documents	5 My account Contact details	Help & support	Log out
Dashboard > Before you start > Money in				
Money in				
Here you can add the details of your Single contributio ready you can click Next, and you'll be able to select th	n and/or your Regular contribution he fund(s) for your investment.	n. Once you're		
The regular monthly contribution option has be be in force at the same time. To set up a regul accessing the 'Edit regular withdrawal' option of contribution instruction.	en disabled as the Prudential ISA ar monthly contribution, you'll nee on your Dashboard. Once you've :	doesn't allow a regular withdra d to cancel your regular withdra submitted that request you'll imr	wal and regular monthly contri wal instruction first. You can d mediately be able to submit a r	ibution to o this by regular
Single contribution				Add +
Regular monthly contribution				Add +
Back				Next

To set up a regular monthly contribution you'll need to cancel your regular withdrawal instruction first. You can do this by accessing the 'Edit regular withdrawal' option on your Dashboard. Once you have submitted that request, you'll immediately be able to submit a regular monthly contribution instruction.



1.5 ADDING A SINGLE CONTRIBUTION

Select the 'Add+' button to expand the single contribution section on the 'Money in' screen and key in the investment amount.

Select the 'Confirm' button to save these details to the application.



Money in

Here you can add the details of your Single contribution and/or your Regular contribution. Once you're ready you can click Next, and you'll be able to select the fund(s) for your investment.

Single contribution	Close
Amount £	
Payment method To complete your investment you'll need to make the payment by bank transfer. We'll give you our bank account details and instruction on ho payment.	ow to make the
We'll give you our bank account details and instruction on how to make the payment. Please note the account must be in your name and payment cannot be made by a third party.	
Clear details	Confirm



1.6 ADDING A REGULAR MONTHLY CONTRIBUTION

Select the 'Add+' button to expand the regular monthly contribution section on the 'Money in' screen and key in the contribution amount and select your payment day (dd) and first payment date (mm/yyyy).

If you have bank details linked to your account, these will be displayed. If you have multiple bank accounts linked to your account, there is a drop-down menu where you can select a different bank.

Select the 'Confirm' button to save these details to the application.

Regular monthly contribution	Close
Monthly contribution	
L	
Payment day 🙆	
¥	
First payment date	
Month Year MM / YYYYY	
If we have a bank account on file it will be displayed below. You can change these details if you'd like payment to an alternative bank	
account.	
Please note we can only pay to a UK bank account in which you	
are named, we can't pay to a third party.	
Bank account	
TAKEON_ROSE 73811292 17-46-81 v	
Bank name	TAKEON_ROSE
Account type	Bank account
Name on the account	Mrs L E Brown
Bort code	17-46-81
Account number	73811292
Add new bank account	
Please note the minimum amount monthly contribution is £50	
Clear details	Confirm







Select the 'Add new bank account' button located below the bank details section. This will bring up fields for you to be able to key in your bank details. The details must relate to a UK bank account and the bank account you add must be in your name, not a third party.

By adding a new bank yourself, we will require appropriate evidence in order to be able to verify your bank account. This information is detailed on the 'What happens next?' page after you submit the application.

account type	
Bank account Building society	
lame on account	
sort code	
· · ·	
Leonat number	
Use existing bank account	
As you're adding new bank details, you'll need to provide appropriate evidence so that we	
can verify your bank account details.	
A Please ensure you read the information on the What happens next page after you submit	
your request, as this will let you know how you can provide this evidence.	
your request, as this will let you know how you can provide this evidence.	
your request, as this will let you know how you can provide this evidence.	
your request, as this will let you know how you can provide this evidence. Itease note the minimum amount monthly contribution is £50	
your request, as this will let you know how you can provide this evidence.	
your request, as this will let you know how you can provide this evidence. lease note the minimum amount monthly contribution is £50 Clear details	Confi
your request, as this will let you know how you can provide this evidence. Ilease note the minimum amount monthly contribution is £50 Clear details	Confi



1.8 INVESTMENTS - ASSET SELECTION

The 'Investments' page allows you to select which assets to invest your money into. If you've chosen both single contribution and regular monthly contribution, you'll have to allocate assets into each one individually.

For easy reference your current holdings are displayed and you are given the option to invest into your existing holdings and/or invest into new funds.

waystone Pru My dashi	ooard My document	My account	Contact details	Help & support	Log ou
Dashboard $>$ Before you start $>$ Money in $>$ Investments					
nvestment					
You should ensure you have read and understood the relevant investing. Please ensure you view these by clicking on the V	ant documents in rei /iew documents but	ation to your f on relating to	und choice, or h your fund choic	ad them satisfacto e.	rily explained before
Single contribution asset selection					Add +
Regular monthly contribution asset selectio	n				Close
Money to be invested £100.00					
Your Current holdings					
Asset name	Regular cont	ibution			Current value
PruFund Risk Managed 2 Fund ISA	£0.00				£833.08 100.00%
Total					£633.08
Are you investing all of your contribution into your existing funds?					Confirm
Back					Next



1.9 HOW DO I INVEST INTO A NEW FUND?

If you wish to invest into a new fund, expand the 'Add new funds' section and the full list of available funds is displayed.

We strongly recommend you to seek financial advice before making any changes to your ISA. A financial adviser can ensure that your account remains consistent with your financial needs, your individual circumstances and any changes reflect your attitude to risk.

Asset name	Unit type		
WS Prudential Risk Managed Active 1	'A' Accumulation	Add	View documents
WS Prudential Risk Managed Active 2	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Active 3	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Active 4	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Active 5	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Passive Fund 1	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Passive Fund 2	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Passive Fund 3	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Passive Fund 4	'A' Accumulation	Add	View documents
VS Prudential Risk Managed Passive Fund 5	'A' Accumulation	Add	View documents
			Add Fundio



Each of the new funds has a set of documents you are required to read before making your investment. These can be viewed by selecting the 'View document' button related to that fund.

Add new funds			Close	
Asset name	Unit type			
WS Prudential Risk Managed Active 1	'A' Accumulation	Add	Close documents	
Important documents you must read				
You should ensure that you have received, read and und	lerstood or had satisfactorily explained the documents prov	vided below.		
Before making any investment decision, or if you're unsu financial adviser first. If you'd like to speak to us before y any advice around what you should or should not do.	are about any of the information provided here, we'd recom ou make your decision you can contact us. Please note ho	mend you speak with a wever, we can't provide		
You can contact our customer support team on 0344 335	5 8936 (Monday to Friday 8:30am-5:30pm, excluding bank	holidays). Alternatively, you		
can reach us via email at prudential@waystone.com.				
Costs and Charges Disclosure <u>View document</u> Costs and Charges Explanation document <u>View document</u> Key Investor Information Document <u>View document</u>				
Other fund documents				
The following documents provide additional information y	you may find useful if you elect to invest.			
Annual financial reports and statements View docum Prospectus View document Fund fact sheets View document	<u>ient</u>			
WS Prudential Risk Managed Active 2	'A' Accumulation	Add	View documents	
WS Prudential Risk Managed Active 3	'A' Accumulation	Add	View documents	
WS Prudential Risk Managed Active 4	'A' Accumulation	Add	16	





Once you have read the fund document and have decided to proceed to invest in a new fund, tick the checkbox against the new fund(s) you want to invest into and press the 'Add fund(s)' button. This will move the funds into the 'Asset selection' section, allowing you to key in a percentage to invest. Should you change your mind and no longer wish to invest in these funds, use the 'Remove' link related to that fund.

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Are you investing all of your contribution into your existing



Asset selection for regular contribution

Asset name	Asset allocation	Investment amount	
PruFund Risk Managed 2	%		View documents
WS Prudential Risk Managed Active 1 'A' Accumulation ISA	%	Remove	View documents
Allocation remaining	100 %		

Add new funds @

Use the 'Add new funds' option to view and select the new fund(s) you wish to invest in. When you've selected your new fund(s) they'll appear with your existing fund(s) in the table above. The regular contribution must be at least \$50.00 per fund.

Add new funds	Add



Confirm

1.10 SUMMARY - CONFIRM YOUR APPLICATION DETAILS

The 'Summary' page replays all of the information captured in the application. Please expand each section and read through it carefully.

Summary

Please review each of the sections below. It is important the information on the application is as accurate as possible. You can edit these sections at any point on this page and select 'confirm' when complete.

You'll be able to see details of your request in the 'My Applications' section of your Dashboard. If you exit this request before completing and submitting all required information, you'll be able to access the saved request in the 'My Applications' section under 'Your saved applications' where you'll be able to complete any outstanding information.

Money in		Close
Single contribution		Edit
Single contribution amount	£1,000.00	
Payment method	Visa debit card	
Total payment due	£1,000.00	
Regular contribution		
Monthly contribution	£100.00	
Payment day	4th	
First payment date	04/12/2024	
		Confirm
Investment		Check
rint all application details		
a can download all the details for the application.		
Print application summary		





If the information is accurate, select the 'Confirm' button in each section. You'll notice a green tick against the section. You'll not be able to proceed until all sections have been confirmed.



If you notice that any information is incorrect, you can navigate back through the application by using the 'Back' button.



1.11 DECLARATIONS

The 'Declarations' screen details two declarations: ISA declarations and Personal declarations. Select the 'Add+' button to expand each declaration and read in full before you tick the checkbox and select the 'Accept' button.

It is important that you read through both declarations carefully so you are aware of the legal contract, terms and conditions that you are agreeing to accept. If you have any questions we recommend you contact your financial adviser.

Wy dashboard My documents My account Contact details Help & support	Log out
Dashboard > Before you start > Money in > Investments > Summary > Direct debit guarantee > Declarations	
Declarations	
You must access each of the declarations below by clicking the Add+ button, reading the declarations, acknowledging you have read and understood the declarations and Accept each.	
You will not be able to submit the application until you have completed all required declarations.	
ISA declarations	Edit
Personal declarations	Edit
	200 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100 - 100



1.12 MAKE PAYMENT BY BANK TRANSFER - SINGLE CONTRIBUTION

If you have selected a single contribution with payment method as bank transfer, you will be directed to the relevant page which details the investment amount and the bank details to transfer the money to.

It is important that you quote the Payment Reference when making the bank transfer to avoid any complications or delays in allocating the funds and processing the trade.

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Pay by bank transfer

You can pay your single contribution by bank transfer using the instructions below.

Bank transfer details	
Total payment due	£1,111.00
Payee name	Waystone Financial Investments Limited Client Account
Sort code	20-67-59
Account number	53186652
Name of payee bank	Barclays Bank Pic
Address of payee bank	50 Pall Mall, London, SW1Y 5AX
Swift code	BARCGB22
Payment reference	FD-020219E783

Next









The 'What happens next?' page will display 'Single payment pending', and detail the bank details to transfer the money to.



1.13 MAKE PAYMENT - REGULAR MONTHLY CONTRIBUTION

If you have set up a regular monthly contribution, you will be asked to review and confirm your bank details in order to set up the direct debit.

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There are two checkboxes you must tick which confirm that the bank details are correct and that you are the account holder of the valid UK bank account.



Confirm your bank details

You need to check the bank account details that you provided earlier. We need this to set up the direct debit for your regular contribution.

We'll save a copy of this application in your document store for future reference. If you wish to cancel or amend this application or something lan't right, you can contact our Customer Service Centre on 0344 305 8936.

Dank name	example	
Ассоция турн	Bark account	
Name on account	example	
Son code	00-00-02	
Account number	12345678	

Please check the details you have provided are correct and confirm by selecting the Tick Box

I hold a valid LIK Bank/Building society account and I am the account holder and therefore the payer, and I am the only person required to authorise direct debits on the account.

Your direct debit instruction will be conformed to you by email within 5 working days prior to the first calection. The company which will appear on your Bank Statement against the Direct Debit will be Waystone Financial Investment Limited.

Direct Debit Guarantee

The Direct Debit Scheme is protected by the Direct Debit Guarantee. Here is a copy for your records.



Further down, the page displays the Direct Debit Guarantee, with an option for you to print this for your records.



Press 'Next' button to confirm your bank details and set up the direct debit.



Amount £100.00

What happens next?

Your regular contribution

We have contacted your bank in order to set up a Direct Debit. Your first payment of $\pounds100.00$ will be collected on 06/12/2024.

To dashboard



1.14 HOW DO I UPLOAD EVIDENCE SO YOU CAN VERIFY MY NEW BANK ACCOUNT?

We need to verify the bank details you've provided. To do this, you'll need to provide a bank statement dated within the last three months, or a void cheque.

It's important you promptly provide evidence for the new bank account you've added, as it may delay the setup of your regular contribution. You can provide this evidence by uploading it using the 'Upload document' facility.

Once you have submitted the application, the 'What happens next?' page will provide information of what you need to do to upload your evidence.



Payment and direct debit successful

Payment successful
Amount £1,000.00 Payment reference FD-393CC49B0B
Bank details for Direct Debit confirmed Amount £100.00

What happens next?

Your regular contribution

We have contacted your bank in order to set up a Direct Debit. Your first payment of £100.00 will be collected on 04/12/2024.

In order to complete the set-up of your regular contribution, we need to verify your bank details. To do this, you'll need to provide a bank statement dated within the last three months, or a void cheque.

It's important you provide this evidence as it may delay the setup of your regular contribution. You can provide this evidence by uploading it using the 'Upload document' facility below.

Upload document

If you are having any difficulty uploading your evidence, you can contact us to discuss alternative ways of verifying your bank account. You can reach our Customer Service team via email at <u>prudential@waystone.com</u>. You can also call on 0344 335 8936 (Monday to Friday 8:30am-5:30pm, excluding bank holidays).

Your single contribution

Your payment has now been made for your single contribution. We've sent you an email to confirm this.

The application for your Prudential ISA will be processed. You'll receive confirmation by email when it's complete.

If you have a financial adviser we will be sending them an email to let them know you submitted an application.

To dashboard

There is an 'Upload document' button, allowing you to browse your documents on your computer to select the relevant file.



	U My dashboard My documents My account Co ear		
Direct debit succes	sful		
e	Bank details for Direct Debit co	nfirmed	
	Upload document	×	
What happens next?	We are able to accept the following file type(s): PDF, JPC PNG	G and	
Your regular contribution	Bank account evidence	~	
We have contacted your bank in order to set up collected on 17/12/2024.	Choose file		
In order to complete the set-up of your regular of you'll need to provide a bank statement dated v	Browse		
It's important you provide this evidence as it ma provide this evidence by uploading it using the	υριοαα		

If you are naving any dimiculty uploading your evidence, you can contact us to discuss alemative ways of verifying your bank account. You can reach our Customer Service team via email at <u>mudential@waystone.com</u>. You can also call on 0344 335 8936 (Monday to Friday 8:30am-5:30pm, excluding bank holidays).

o dashboard



waystone _	MAC H	
Direct debit succes	ssful	
	Upload document ×	
What happens next?	Capture.PNG has been successfully uploaded	

Use the 'Upload' button to upload the document to the online service.



If you are unable to upload the document at the time of submitting the application, you can do this at any time by navigating to the 'Documents' section. The 'Upload document' button is located here for you to use when you are ready.

🕤 waystone	part of MEG ple My di	ashboard My documents My a	ccount Contact details	s Help & support	Log out
Documents	6				
Your docume	nts				
Below are all of the docum hese, please contact your	ents related to your account. If you ne adviser.	ed more information regarding	any of		
f you've provided new ban	k account details either by;				
 updating these in the when you submitted contribution or request 	My details section, or an application to add a new lump sum sted a withdrawal.	single contribution, added a re	gular		
/ou can use the Upload do hese processes, and mus	ocument option to upload a copy of a b t be dated within the last three months	ank statement we requested a	s part of		
Successfully uploaded doo your new bank details but	uments will be processed by Wayston will not display in Your documents.	e Financial Investments Limited	d to verify		
Upload document					
Show		Date from		Date to	
All 6m 1y	Зу 5у	DD/MM/YY	ΥY	DD/MM/YYYY	Clear
Туре					
All Contract note	Income voucher Statement	Correspondence Appli	cation Summary		
Date	Туре		Sort by	Date: newest to oldest	~



Once your application has been submitted, you can navigate to the 'Documents' section.







All of your documents are stored here. Your summary document is titled 'Money In Application'.

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