

Working in partnership to meet your clients' needs

What we need from you

1. Receive working papers from the client
2. Complete the 10 quick questions in the Job Brief
3. Work your way through the Document Checklist using the Dividers to help you:
 - identify what documents are needed
 - separate them correctly
4. Use Job Tracker to upload the documents and respond to queries in a timely manner

What Multiport takes care of

PROCESS

STEP 1

- ✓ **Review** the file to check all documents are provided
- ✓ **Raise queries** related to missing documents
- ✓ **Ensure** the Job Brief and Document Checklist have been completed

STEP 2

- ✓ **Enter data from** the bank statement and if possible reconcile the fund
- ✓ **Raise queries** related to unknown transactions
- ✓ **Reconcile** the fund

STEP 3

- ✓ **Raise queries** where contribution caps have been exceeded and/or pension minimums are not met
- ✓ **Prepare the working papers** including Financial Statements
- ✓ **Request Actuarial Certificate** (if required)

STEP 4

- ✓ **Facilitate audit** (if requested)

STEP 5

- ✓ **Deliver the working papers** including Financial Statements and invoice (using Job Tracker)

Tips to improve the speed of your funds completion

- Check correct documentation is provided up-front, by using the Job Brief and Document Checklist, this will reduce the number of queries we need to raise and times you need to go back to your client.
- Respond to queries in a timely manner - every time a query is raised work will need to stop on your clients fund.