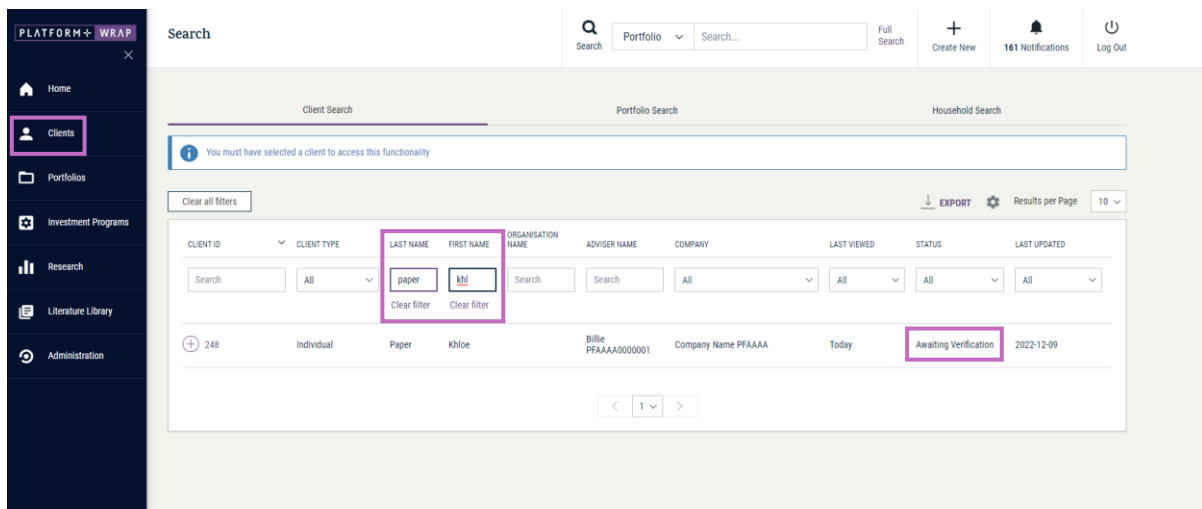


# Checking Client Portfolio Status

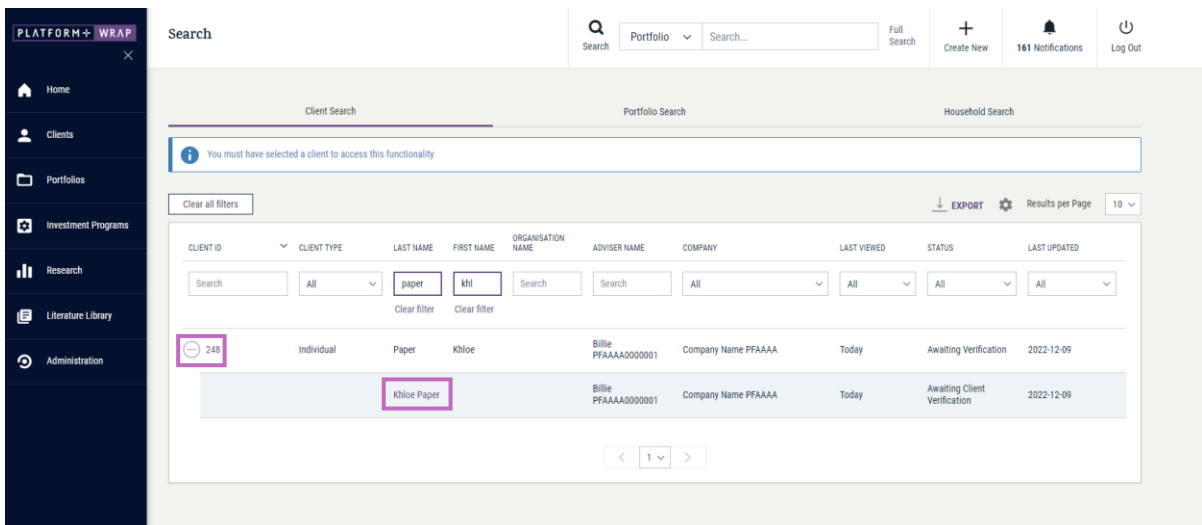
## Adviser guide only.

This guide provides instructions on how to view what status a client’s Portfolio is at and whether they have accepted the Portfolio. Advisers can also find instructions on how to view a client’s Politically Exposed Person (PEP) check status.

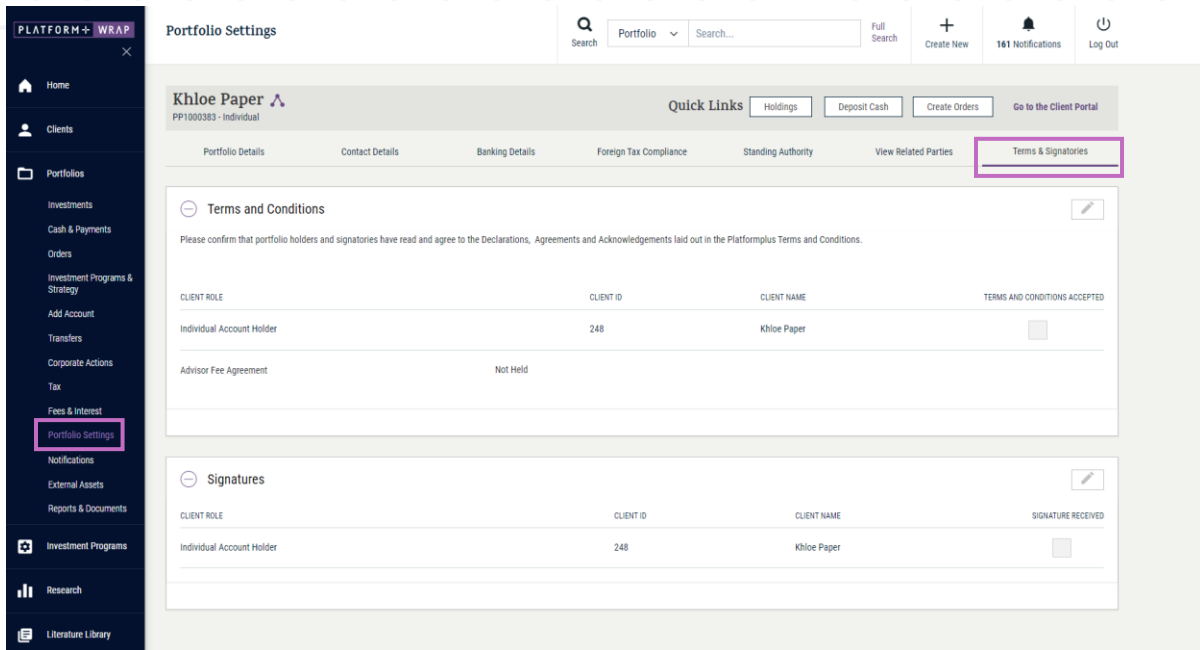
1. Click on **Clients** in the main menu
2. Search for the client using the **Last Name** and/or **First Name** fields
3. Under the **Status** field, common options you may see include:
  - **Active:** Portfolio has been accepted by the client and is ready for investment.
  - **Awaiting Client Verification:** Portfolio application has been submitted to the client for their acceptance.
  - **Pending Conversion:** Accumulation Portfolios that are currently in the process of being converted to Pension phase.
  - **Closed:** Portfolio has been closed.



4. If **Awaiting Client Verification**, expand the icon next to Client ID
5. Click on the relevant account name, which will open the Portfolio view



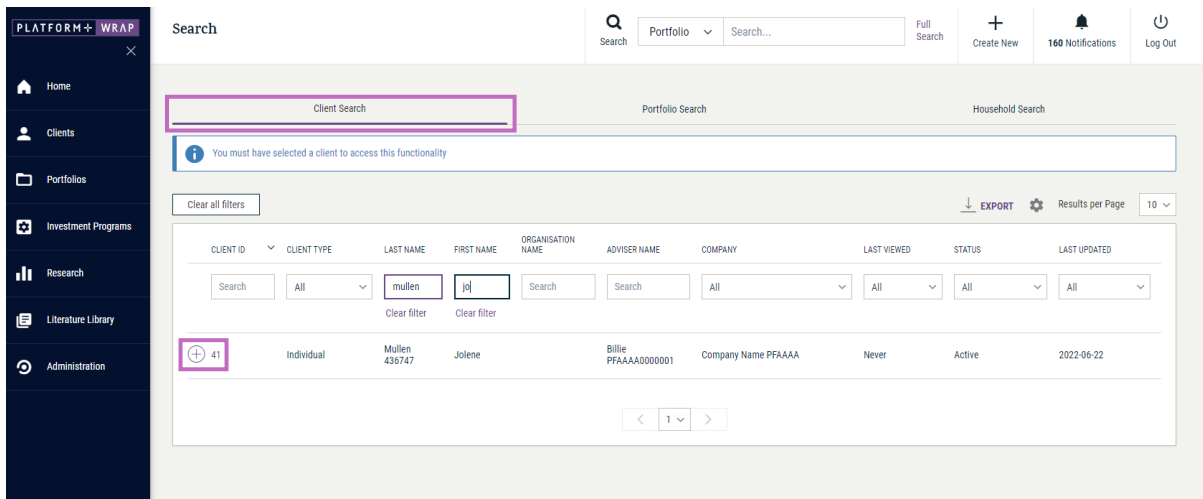
6. Click on **Portfolio Settings** in the main menu



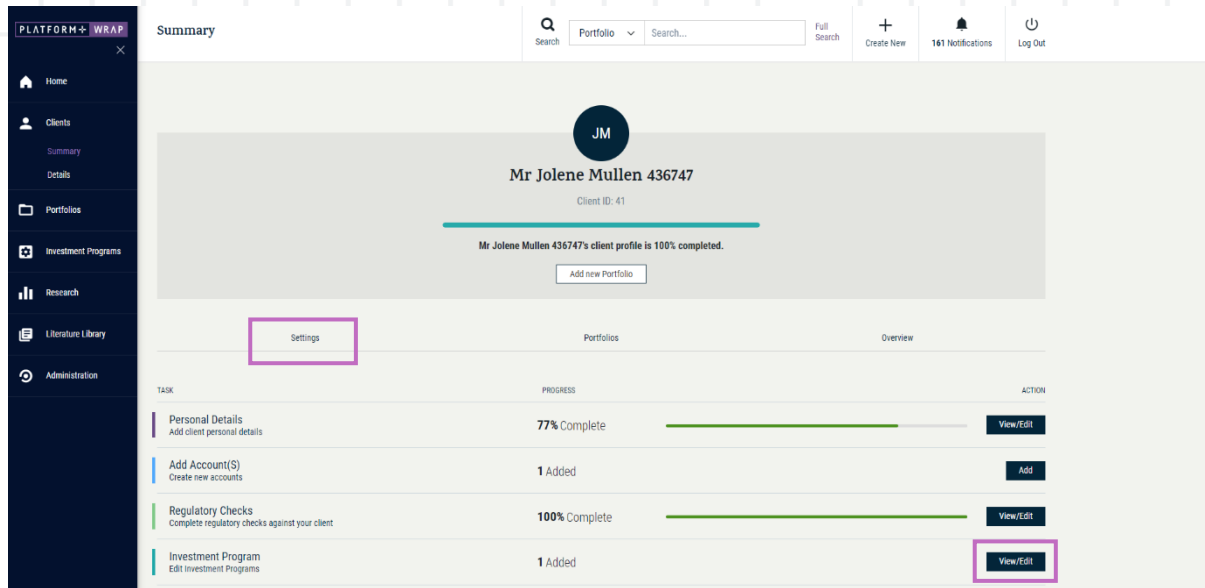
7. Click on **Terms & Signatories**
8. If the **Terms and Conditions** and **Signatures** boxes are **blank**, the client has **not** logged in and accepted their account
9. If the **Terms and Conditions** and **Signatures** boxes are **ticked** and the status is **Awaiting Client Verification**, their PEP check may not have been able to be passed automatically

## To check the status of the PEP check

1. Navigate to **Client Search**
2. Search for the client using the **Last Name** and/or **First Name** fields
3. Click on the Client ID number



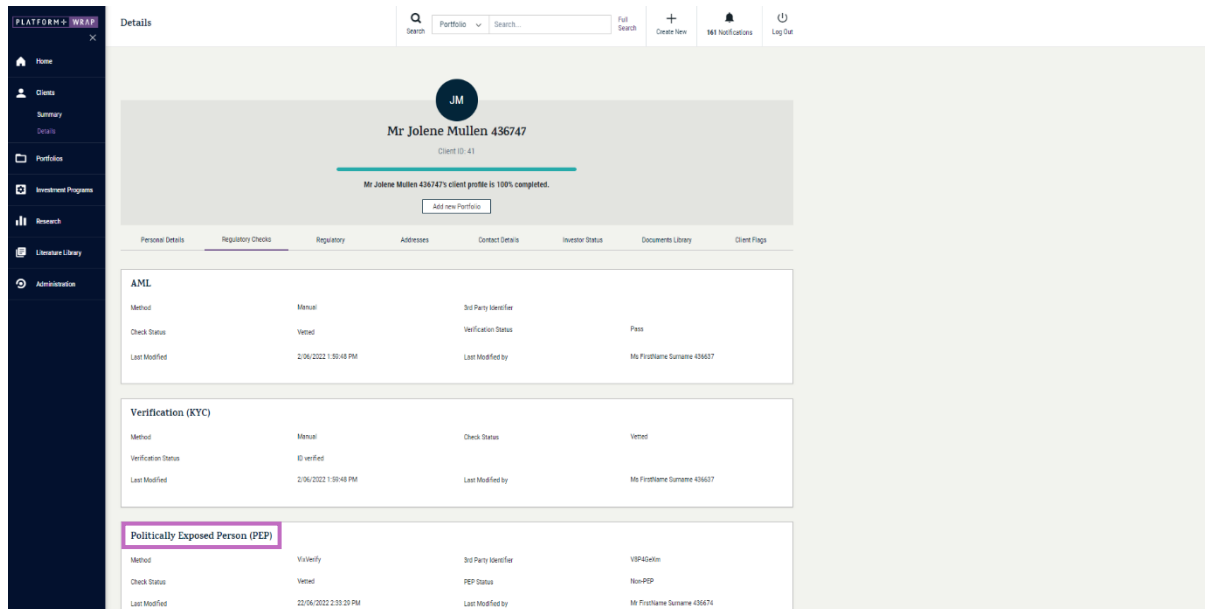
4. Click on **Settings**
5. Click **View/Edit**



6. Scroll down to the **Politically Exposed Person (PEP)**

7. PEP Status will be one of the following options:

- **Not vetted** – the client has not activated their account
- **Escalated** – the PEP check was not able to pass the automatic check and the Administrator will complete manual check. Should the client not pass the manual check, a member of the PlatformplusWRAP support team will reach out to you
- **Passed** – the client has successfully passed the PEP check



Should you have any questions or require any additional information in relation to this guide, please contact the PlatformplusWRAP Support Team on 1300 191 952 or [support@platformplus.com.au](mailto:support@platformplus.com.au).