PRIVATE WEALTH

# A better way to deliver important client documents

Documentd adds a permanent delivery layer to the communications wealth managers already use, reducing cost and complexity while giving clients their own long-term copy.

WHERE DOCUMENTD FITS

## Use Documentd for the wealth documents clients need to keep

Documentd is not for everyday messages or live portfolio information. It is designed for important, point-in-time documents that clients may need to retain, review or retrieve months or years later.

- Portfolio statements
- Suitability reports
- Investment reports
- Tax documents
- Executed agreements
- Costs and charges reports
- Other important client records

**Use email for communication. Use the client portal for live portfolio information and interaction. Use Documentd when the client should receive their own permanent copy.**

Illustrative savings assume around six important documents per client each year. Actual savings depend on service model, portfolio type, volumes, existing processes and costs.

PERMANENT DOCUMENT DELIVERY

## Documentd is a Durable Medium

A Durable Medium allows personally addressed information to be retained for future reference and reproduced unchanged. Documentd provides this electronically, meeting the characteristics set out in the FCA definition.

**Personally addressed**
The document is delivered directly to the individual client.

**Accessible later**
The client retains long-term access independently of the wealth manager's portal.

**Reproduced unchanged**
The sender cannot alter the settled copy.

DOCUMENTD IN PRACTICE

- ✓ The client owns their copy
- ✓ The sender cannot delete the settled copy
- ✓ The original document can be downloaded again
- ✓ The sender cannot alter the settled copy
- ✓ Access survives the commercial relationship
- ✓ Evidence of what was delivered and when is retained

CONSUMER DUTY

### It also supports Consumer Duty outcomes

The FCA requires firms to consider whether their communication channel supports effective decision-making and gives customers an appropriate opportunity to review information. Documentd gives important financial documents a persistent, organised place where clients can review and retrieve them.

**Give the client their own permanent copy, rather than making long-term access depend on the wealth manager's systems.**

01

IF YOU CURRENTLY USE A CLIENT PORTAL

## Keep the portal focused on wealth management and client service.

Client portals are built for live valuations, holdings, transactions, reporting and interaction. Using the portal as the client's Durable Medium means adding permanent retention, unchanged historical records, former-client access, authentication, migration controls and long-term support to a system designed primarily for an active wealth-management relationship.

**A few pounds**
**indicative annual saving per client**
From avoiding permanent archive requirements, legacy access and associated portal support.

CURRENT APPROACH

### Making the portal the permanent copy creates a long-term infrastructure obligation

- Historical statements and reports have to remain accessible for the required period
- Previously supplied information has to remain reproducible unchanged
- Former clients may still need access after transferring assets or ending the relationship
- Authentication, password recovery and support have to remain available for legacy users
- Retention, audit and administrative controls become part of the portal architecture
- Legacy accounts extend the identity-management and cyber-security burden
- Portal migrations and replacements have to preserve historical access and document integrity
- The wealth manager remains responsible for maintaining the entire delivery environment

ADD DOCUMENTD

### Give clients their own permanent copy with Documentd

Keep the portal focused on portfolio information, reporting and interaction while the client relationship is active. Documents can still appear there for convenience, but Documentd separately delivers the client their own long-term copy. Permanent access no longer depends on keeping the wealth manager's portal available as the client's archive.

- ✓ Keep the portal focused on live portfolio information and interaction
- ✓ Avoid building permanent-document requirements into the portal
- ✓ Reduce former-client authentication and support
- ✓ Reduce the long-term security burden of legacy portal accounts
- ✓ Separate permanent document access from future portal migrations
- ✓ Give clients access independently of the wealth manager's systems

**Use Documentd for the permanent copy clients keep, and the portal for live wealth management and interaction.**

DURABLE MEDIUM BENEFIT

**FCA investment rules require various client information and reports to be provided in a durable medium. Documentd gives the client an accessible, unchanged long-term copy without requiring the live client portal itself to carry the entire permanent-delivery burden.**

CLIENT-SERVICE BENEFIT

**Clients retain their important financial records when portfolios change, assets move or the relationship with the wealth manager ends.**

COST BENEFIT

**A few pounds per client each year can be saved by avoiding unnecessary development, maintenance, legacy access and support.**

02

IF YOU CURRENTLY USE EMAIL

## Keep the email. Give clients a better long-term service.

Email is cheap and effective for communication. But important financial attachments become mixed into the client's everyday inbox, leaving the client responsible for storing and finding records they may need again for tax, investment decisions or future financial planning.

**Around 25p**

**indicative annual saving per client**

Assuming around six important documents a year and a low level of document-related client-service contact.

CURRENT APPROACH

### Email delivers the document, but leaves the client to manage it

- Important financial documents are mixed with everyday email
- Clients must organise and retain attachments themselves
- Historic statements, reports and advice can become difficult to find
- Clients may contact the wealth manager for copies or help locating documents
- Documents may need to be reviewed again years after they were originally sent
- The firm still needs to consider whether communications support effective client review and decision-making

ADD DOCUMENTD

### Add Documentd alongside email

Keep the existing email communication. Documentd also places the important document into the client's own organised Keepd account, where it remains available for future review and retrieval.

- ✓ Existing email communication can remain unchanged
- ✓ Important financial documents are separated from everyday messages
- ✓ Clients can review historical information again later
- ✓ Clients can retrieve copies themselves
- ✓ Fewer document-related support and resend requests
- ✓ A better long-term client-service experience

**Better client service, stronger Consumer Duty outcomes and lower support cost, without replacing email.**

CONSUMER DUTY BENEFIT

**Consumer Duty requires firms to consider whether communications support effective customer decision-making. Giving important documents a persistent, organised place for future review can support that objective.**

CLIENT-SERVICE BENEFIT

**Clients can find and retrieve important financial documents themselves instead of searching old emails or asking their wealth manager to resend them.**

COST BENEFIT

**Around 25p per client each year in illustrative servicing savings, with greater value where historic-document queries are common.**

03

IF YOU CURRENTLY USE POST

## Phase out paper where electronic delivery is appropriate.

Paper gives the client something permanent to keep, but every delivery carries printing, fulfilment and postage costs and leaves the client with another physical financial record to file and retain.

**Around £5**

**indicative annual saving per client**

Based on around six posted documents per year. Postage alone is around this level before printing and fulfilment.

CURRENT APPROACH

### The physical delivery process

- Printing
- Paper and envelopes
- Folding and inserting
- Fulfilment
- Postage
- Returned mail
- Address changes
- Replacement copies
- Client paper filing and storage

WITH DOCUMENTD

### Replace post with Documentd

Where electronic delivery is appropriate, phase out physical post and give the client their own permanent electronic copy instead.

- ✓ No printing
- ✓ No fulfilment
- ✓ No postage
- ✓ Immediate electronic delivery
- ✓ Documents remain organised in one place
- ✓ No paper filing burden for the client

**Keep the permanent copy, lose the cost and inconvenience of paper.**

DURABLE MEDIUM BENEFIT

**Move from physical durable delivery to a purpose-built electronic delivery model while still giving the client their own long-term copy.**

CLIENT-SERVICE BENEFIT

**Clients avoid the hassle of filing and storing paper and can retrieve important financial records electronically whenever they need them.**

COST BENEFIT

**Around £5 per client each year can be available from postage alone, with printing and fulfilment savings on top.**

THE BUSINESS CASE

## Add Documentd where permanent delivery matters

**Portal**

Keep it for live portfolio information and interaction. Reduce the burden of making it the sole permanent archive.

**Email**

Keep using it for communication. Improve client service, support Consumer Duty outcomes and reduce historic-document queries.

**Post**

Phase it out where appropriate and remove printing, fulfilment, postage and paper-filing costs.

**Documentd does not ask you to replace systems that already work. It adds a permanent delivery layer that can reduce cost, simplify compliance and give clients a better long-term service.**

**Documentd**

Documentd adds a purpose-built permanent delivery layer to the systems wealth managers already use, reducing cost and complexity while giving clients better long-term access to important financial records.

BUSINESS CASE

**documentd.com/business-cases/private-wealth**

COMMUNICATION GUIDE

**documentd.com/industries/private-wealth**

Illustrative savings assume around six important documents per client each year. Email savings use a low level of document-related client-service contact and an average inbound-call cost of approximately £6. Post savings use current retail Second Class postage as an indicative benchmark; business mailing rates vary. Portal savings are illustrative and depend on architecture, scale and existing capabilities. Regulatory summary is a practical overview rather than legal advice.