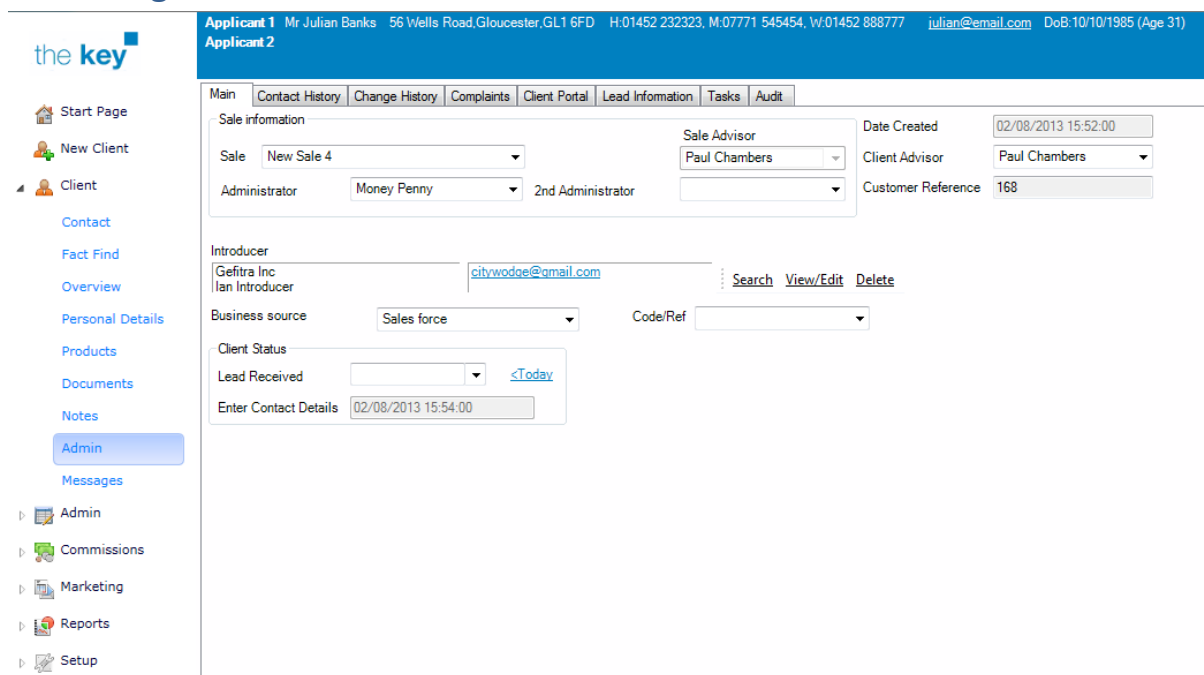


How To...

Use and Interpret the Client Admin Menu

The client admin menu provides a number of tabs in which it is possible to review client information such as associated advisor, change history and contact history. It also provides the ability to create client specific tasks (as opposed to those tasks associated with a product and/or sale).

Reviewing Client Data



The screenshot displays the 'Main Client Admin Screen' for a client named Mr Julian Banks. The interface includes a sidebar with navigation options like 'Start Page', 'New Client', 'Client', 'Contact', 'Fact Find', 'Overview', 'Personal Details', 'Products', 'Documents', 'Notes', 'Admin', 'Messages', 'Admin', 'Commissions', 'Marketing', 'Reports', and 'Setup'. The main content area shows the 'Main' tab selected, with sub-tabs for 'Contact History', 'Change History', 'Complaints', 'Client Portal', 'Lead Information', 'Tasks', and 'Audit'. The client details are as follows:

- Applicant 1:** Mr Julian Banks, 56 Wells Road, Gloucester, GL1 6FD, H:01452 232323, M:07771 545454, W:01452 888777, julian@email.com, DoB:10/10/1985 (Age 31)
- Applicant 2:** (Empty)
- Sale Information:** Sale: New Sale 4, Sale Advisor: Paul Chambers, Date Created: 02/08/2013 15:52:00, Client Advisor: Paul Chambers, Administrator: Money Penny, 2nd Administrator: (Empty), Customer Reference: 168
- Introducer:** Gefitra Inc, Ian Introducer, citywodge@gmail.com, Search, View/Edit, Delete
- Business source:** Sales force, Code/Ref: (Empty)
- Client Status:** Lead Received: (Empty), <Today, Enter Contact Details: 02/08/2013 15:54:00

Figure 1: Main Client Admin Screen

The Main tab confirms the data that was entered at the time of client creation. The screen will also display the administrator and second administrator for each sale as it is selected.

If the lead was received prior to the entry of the client, for example through another system, it is possible to add the date received here.

Greyed out data fields, such as date created and customer reference, cannot be amended.

Contact History

Contact History forms an optional area to record all client contact in a separate file. There are other options for recording client contact, e.g. the notes area, but this functionality offers a more structured approach.

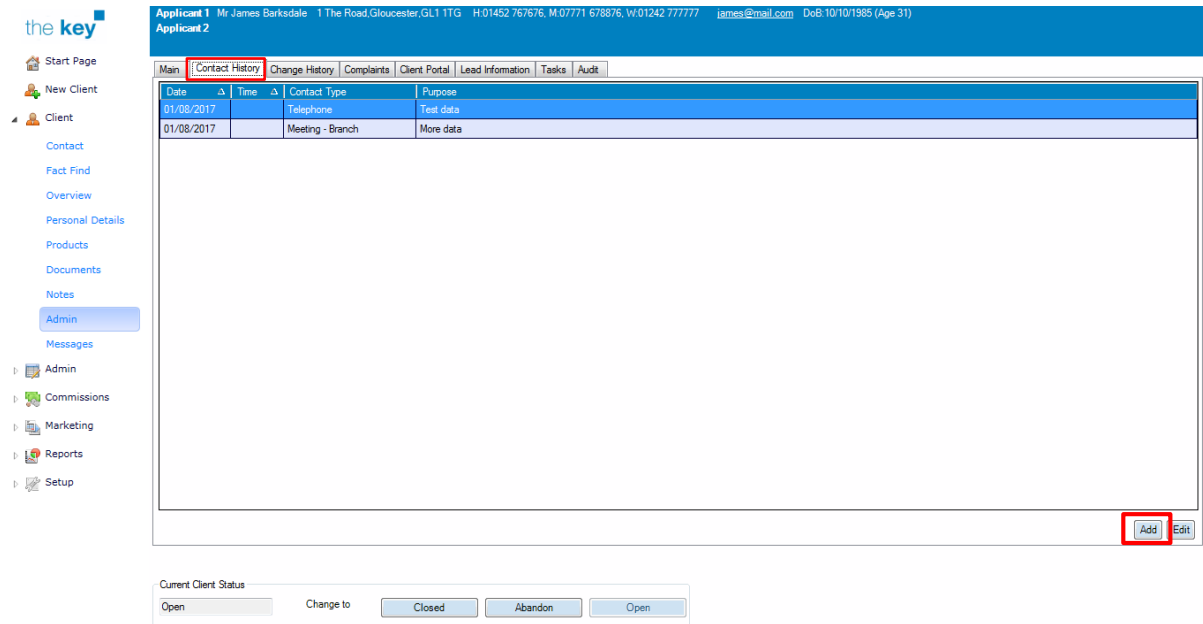


Figure 2: Editing Contact History

To add a contact record:

- Click Add in the Contact History tab. The following window is displayed:

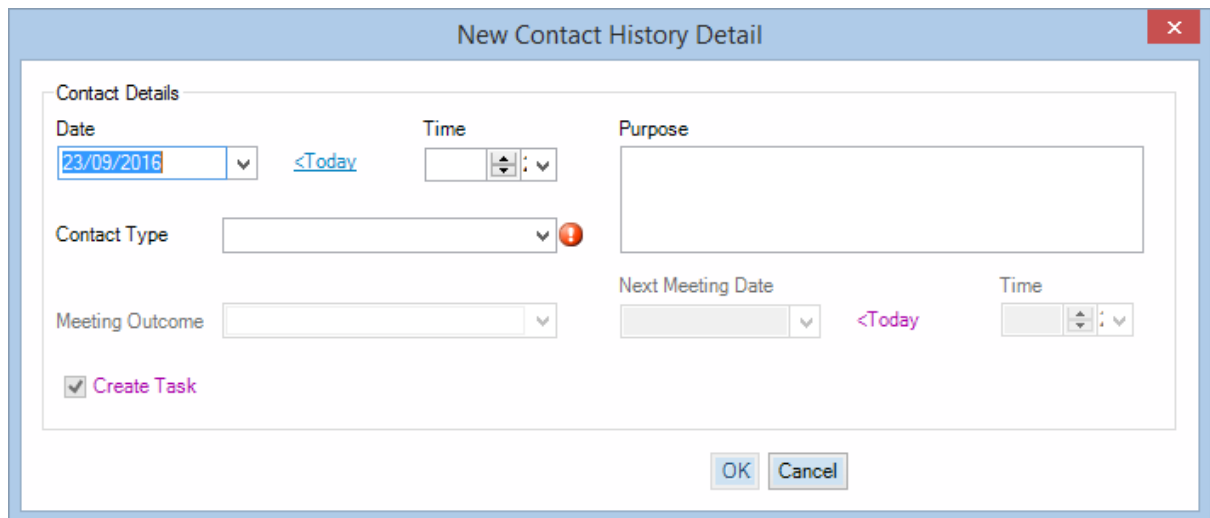


Figure 3: Contact History Details

- Complete the contact details. Click the OK button to save.
- The details of the contact are added to the contact history.

Each item can be reviewed by highlighting it in the list and clicking on Edit.

Change History

This screen summarises the changes made to the client file.

the key

Applicant 1 Mr Julian Banks 56 Wells Road, Gloucester, GL1 6FD H:01452 232323, M:07771 545454, W:01452 888777 julian@email.com DoB:10/10/1985 (Age 31)
 Applicant 2

Main Contact History Change History Com complaints Client Portal Lead Information Tasks

Date/Time	User	Change Description
06/03/2017 11:30	Paul Chambers	Advised Status has changed to Execution-only by Paul Chambers
06/03/2017 11:30	Paul Chambers	ClientTasks Added, ClientTasks Added, ClientProducts Modified, Insurance Modified, Insurance Modified, Insurance
06/03/2017 11:07	Paul Chambers	ClientTasks Modified, ClientTasks Modified, ClientTasks Modified, ClientTasks Modified, MortgageDetails Modified, Cli
06/03/2017 09:46	Paul Chambers	ClientTasks Added, MortgageDetails Modified, ClientProducts Modified, ProductRelated/Values Modified, ProductRelat
03/03/2017 17:16	Paul Chambers	ClientData Modified, ClientData Modified, ClientData Modified, ClientData Modified.
27/02/2017 15:40	Paul Chambers	MortgageDetails Modified, ClientProducts Modified, ProductRelated/Values Modified, ProductRelated/Values Modified.
27/02/2017 10:58	Paul Chambers	Documents Added, Documents Added, Documents Added, Documents Added, Documents Added, Documents Added.
23/02/2017 17:08	Paul Chambers	Documents Added, Documents Added, Documents Added, Documents Added, Documents Added, Documents Added.
23/02/2017 12:44	Paul Chambers	Documents Added, Documents Added, Documents Added, Documents Added, Documents Added, Documents Added.

Figure 4: Client Change History Screen

No changes are made directly to this screen, but it does detail the user and date/time of all changes, along with a description of the system areas concerned.

Complaints

Any complaints associated from the client can be identified from the Complaints tab.

the key

Applicant 1 Mr Julian Banks 56 Wells Road, Gloucester, GL1 6FD H:01452 232323, M:07771 545454, W:01452 888777 julian@email.com
 Applicant 2

Main Contact History Change History Com complaints Client Portal Lead Information Tasks

Filter Complaint Status Open

Last Modified	Details	Status	Created
	Client Complaint	Open	

Delete Add New Open

Figure 5: Client Complaints Screen

- To record a complaint click on the 'Add New' button.
- Complete the following screen. Note: details on complaint recording and management are to be found in the relevant compliance documentation.

Figure 6: Complaint Detail

- To review any complaints recorded, highlight the appropriate complaint and click on 'Open'

Client Portal

The Key incorporates functionality that allows the client to access their account online, including sending and receiving secure online messages, as well as exchanging documentation through a secure medium. To enable access for a client, go to Client > Admin > Client Portal.

Single Client

Figure 7: Client Portal Access Settings

This screen will allow a User name to be created (this will default to Applicant 1's email address) and alternative user names can be chosen from a number of suggestions offered by the 'Suggest a User name' button. There is no need to create a password, as this is automatically generated by the system. These login details are then sent to the email address shown by clicking on the 'Resend login details' button which will send two emails: the first with the login details and second with the automatically generated password.

Note that when login details are emailed, a record will be kept in the 'Activity Log' that is displayed on this page. This will record all online activity associated with this client.

Two Applicants

Individual login credentials can be sent where there is more than one applicant.

The screenshot shows the 'the key' system interface. At the top, there is a header with applicant information:

Applicant 1	Mr Frank Lawson	12 The Road, Gloucester, GL2 2BN	H:01452 656565	frank@mail.com	DoB:10/07/1978 (Age 39)
Applicant 2	Mrs Andrea Lawson	12 The Road, Gloucester, GL2 2BN	H:01452 656565	andrea@mail.com	DoB:19/10/1985 (Age 31)

Below the header, there are tabs for 'Main', 'Contact History', 'Change History', 'Complaints', 'Client Portal', 'Lead Information', 'Tasks', and 'Audit'. The 'Client Portal' tab is selected.

The main content area shows 'Applicant 1 Login details' and 'Applicant 2 Login details'. Each section has a 'User name' field, a 'Notification Email' dropdown, a 'Suggest a User name' button, and a 'Block applicant access' checkbox. The 'Send both applicants their login details' button is highlighted with a red box.

At the bottom, there is an 'Activity Log' section with columns for 'Logged Date' and 'Audit Activity'.

Figure 8: Two Applicant Login Details

In this case, the details for both applicants are recorded and the 'Send both applicants their login details' button is selected.

Accessing the Portal

The client will receive details of the web address to visit, as well as their user name and login details. Upon opening the link, the client will be asked to login. Upon first logging in, the client will need to change their password.

The screenshot shows the 'the key' system interface with the 'Update password' screen. The header includes the 'the key' logo and the text 'Update password'.

Below the header, there is a yellow warning box: "For enhanced security, your password must be changed. Password must be over 7 characters long and contain at least 1 number."

The main content area has three input fields: 'Current password', 'New password', and 'Confirm new password'. Below these fields is an 'Update' button.

At the bottom, there is a footer with copyright information: "Copyright 2016 @ Mortgage Brain. All Rights Reserved. Mortgage Brain Limited, registered in England and Wales, registered number 2085187. Registered office : 6, The Courtyard, Buntsford Gate, Buntsford Drive, Bromsgrove, Worcestershire, B60 3DJ"

Figure 9: Client Online Login Screen

After logging in, the client will see the portal's home page.

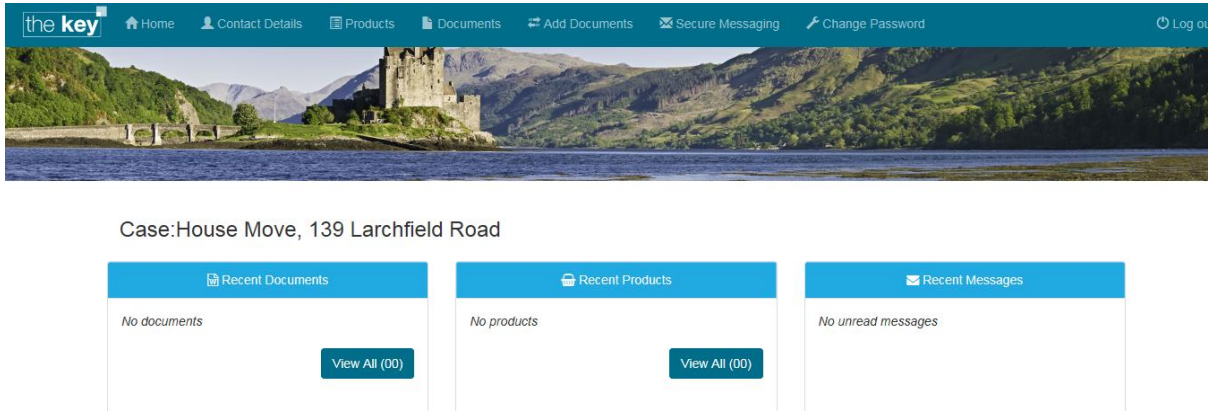


Figure 10: Client Portal Home Screen

If the client has multiple sales, they can be selected from the dropdown that will appear on the home page.



Figure 11: Selecting the Sale

Any changes that the client makes to this screen are saved directly into the Key database.

Lead Information

If leads have been purchased, the Key offers the ability to record the costs associated with the purchase, and whether any refund has been obtained for 'dead' leads.

- Open the Client>Admin>Lead Information tab. The following screen is displayed:

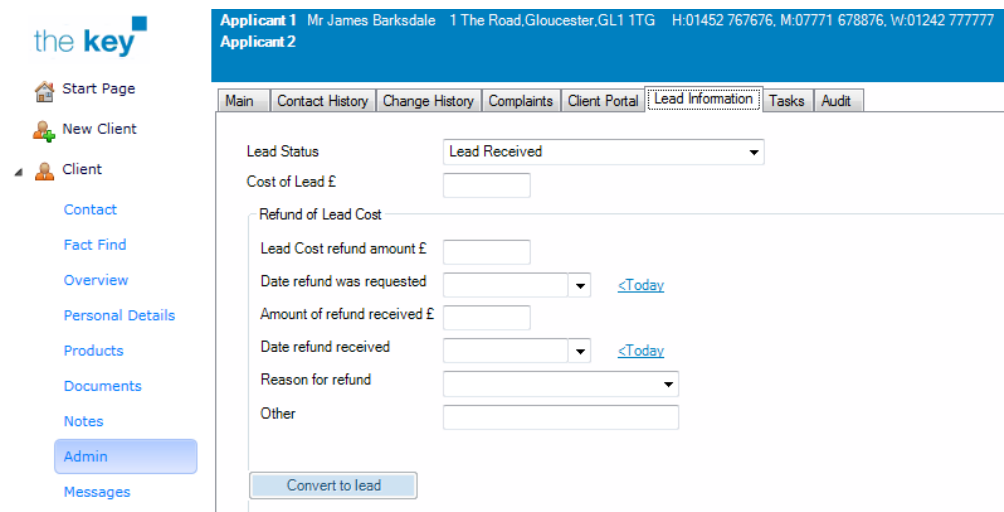


Figure 12: Client Lead Information

- Complete the information as required for the cost of the lead.

- If recording a refund of lead cost, complete the details as to the refund amount and reason.

This tab also offers the ability to convert a client record back into a lead. However, this is only possible if no client activity has taken place (e.g. no disclosure documentation issued etc.).

Client Specific Tasks

The Key provides a comprehensive task management system to ensure a record of all activity to be carried out associated with a client and/or sales process. The majority of these tasks are associated with specific products, but it is also possible to record a task against a client file.

- Open the Client>Admin>Tasks tab. The following screen is displayed:

Description	Date due	Status	Assigned to	Completed
Application with Administrator	07/09/2016 15:09	Outstanding	Paul Chambers	
New Case Ready for Processing	05/09/2016 15:09	Outstanding	Money Penry	
Application with Administrator	07/09/2016 15:09	Outstanding	Paul Chambers	
New Case Ready for Processing	05/09/2016 15:09	Outstanding	Money Penry	
Application with Administrator	07/09/2016 15:10	Outstanding	Paul Chambers	
New Case Ready for Processing	05/09/2016 15:10	Outstanding	Money Penry	
Review Date Falling Due	02/03/2017	Outstanding	Paul Chambers	
Review Date Falling Due	25/02/2022 10:25	Outstanding	Paul Chambers	
Application with Administrator	14/05/2017 12:15	Complete	Paul Chambers	12/05/2017 12:14
Documents Checked	17/05/2017 12:15	Outstanding	Paul Chambers	

Figure 13: Client Task Summary Screen

- To add a task, click the 'New' button. The task dialogue window is displayed:

Figure 14: New Client Task Screen

- The item will default to an outstanding task, due immediately. The due date can be changed by entering a new date directly, or selecting a new data using the calendar functionality (accessible from the drop down arrow next to the date).
- Use the drop down next to Description to select the task item. If the item required is not present, a new item can be typed directly into the field.
- In the Notes field, free text can be entered to provide a more detailed description of the task.
- By default, the Key will assign the task to the current user. A different user can be selected from the drop down list.
- If necessary, the time spent on the task can be recorded. This can help provide a record of the time spent on a client file for billing purposes.
- The checkbox 'Create entry in Outlook calendar' will create an entry in that user's Outlook calendar for this task (as long as the integration with Outlook has been setup in the Key).
- The Key will assign a normal priority for the task by default. This can be amended to High or Low using the drop down.
- Once all required fields have been completed, click the Close button.

Once saved, the task will appear in the list within Client>Admin>Tasks, and if outstanding will also be viewed on the Start page and within the user's list in Admin>Diary/Tasks.

The task can be opened to be edited/completed by selecting it from the list and clicking on 'Open'.

Audit

The Audit tab will detail any changes to the fact find that have been made online by the client.

Screen	Description	Question	Previous Value	Current Value	Changed By	Changed Date
Start Client	Personal Details Continued 1	Date moved into your care	21/01/2017 00:00:00	11/05/2017 00:00:00	Client App 1	20/07/2017 15:58
Employment	Employment 1	Start Date	15/04/2014 00:00:00	11/04/2017 00:00:00	Client App 1	20/07/2017 15:05

Figure 15: Audit Tab

END