



AVELO TRIGOLD: 8.07 - MOMENTUM

avelotrigold	Prospector
avelotrigold	Momentum
avelotrigold	Webtools
avelotrigold	Mobile

Status: Issued
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Date: 3rd May 2013
Version: 0.1

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1 MOMENTUM INTRODUCTION

Momentum is a comprehensive client management, financial point of sale and compliance software system. Momentum is a one-stop platform for the distribution of financial services products using an on-demand web-based platform.

Increase Sales

- ✓ Makes the cross selling of insurance and related products quick and easy, helps maximise customer acquisition.
- ✓ Reduces administration time thus freeing advisers to sell more
- ✓ Provides advisers with automated reminders about clients approaching the end of fixed periods so increasing re-mortgage opportunities

Increase Efficiency

- ✓ Reduction in re-keying
- ✓ Automated tasks and emails are created throughout the process
- ✓ Supports administrators who can view adviser cases and progress tasks
- ✓ Comprehensive management reports give clear activity, sales and compliance information.

Top 10 Benefits of Momentum

1. Saves time and money
2. Improves efficiency and reduces re-keying
3. Increases cross sales and case sizes
4. Ensures Compliant sales process and adherence to TCF
5. Proves Security, Scalability and Resilience
6. Provides disaster recovery contingency
7. Improves quality and control
8. Presents firms professionally to clients
9. Enables remote, offline working
10. Easy to use

Improve Quality and Control

- ✓ Generates initial disclosure document, record of suitability and demands and needs documents to FSA standards
- ✓ Powerful case checking tool collates randomly sampled and higher risk cases for compliance checking
- ✓ Configurable compliance rules warn advisers if any compliance rules are triggered
- ✓ Provides a full audit trail of documentation and activities

Easy to Use

- ✓ Modern web design using commonly used controls similar to Google
- ✓ Most Users become proficient in Momentum within hours
- ✓ Clear navigation enables access to information with little or no clicks
- ✓ Consistent Design and use of controls across all modules and screens.

2 SALES PROCESS AND FRONT OFFICE ENHANCEMENTS

The Momentum sales process has been enhanced for the benefit of both users and their clients.

The changes largely relate to the way in which multi-benefit Protection policies are catered for in the Illustration Details screen. The integration between Momentum and the Exchange has been enhanced so that multi-benefit details returned from Aviva Refined Quotes are automatically passed back to Momentum and used to populate this screen.

The Illustration Details screen has also been amended to cater for Right To Buy, Shared Ownership and Shared Equity Mortgages and the integration with Prospector sourcing has been enhanced to automatically pass these details back to Momentum.

The RoS and DaN have both been updated to reflect the on-screen enhancements that have been made in this version of Momentum.

Finally, a technical review of Momentum has been carried out and performance enhancing improvements have been made as a result.

2.1 ILLUSTRATION DETAILS SCREEN

2.1.1 MULTI-BENEFIT PROTECTION ILLUSTRATIONS

Most leading UK Insurers offer discounted premiums if a number of benefit requirements are covered under one multi-benefit Protection policy. The Illustration Details screen in Momentum has been adapted so that users are now able to enter details of the underlying benefits within a single policy.

Selecting the Product checkboxes within a Protection Illustration will display a corresponding tab within the Cover Details section of the Illustration Details screen. Details for the applicants can then be entered. If more than one checkbox is selected then multiple tabs will display allowing details of all multi-benefits to be recorded and more than one occurrence of each benefit type can be added to cater for all quoting scenarios

Cover Details

Product(s) Life Cover Life Cover or earlier critical illness

Family Income Benefit Income Protection Critical Illness

Life Cover
Family Income Benefit
Income Protection
Critical Illness

General Product Details

Applicants Gross Premium

Applicant 1 Waiver Of Premium

Mortgage Increase Inceasable Insurance

Special Events Benefit Type

Renewable Term Benefit Frequency

Guaranteed/Reviewable Level/Increasing Premium

Benefit Payable For Term

Benefit Commission Payable

2.1.2 RIGHT TO BUY, SHARED OWNERSHIP AND SHARED EQUITY

New checkboxes have been added to the Loan Detail section of the Mortgage Illustration Details Screen for Right To Buy, Shared Ownership and Shared Equity mortgages

Product Requirement Details

Post Code

Address

Loan Details

Purchase Price (£)	<input style="width: 100%;" type="text" value="£250,000.00"/>	*	Right To Buy	<input type="checkbox"/>
Amount of Loan (£)	<input style="width: 100%;" type="text" value="£100,000.00"/>	*	Shared Ownership	<input type="checkbox"/>
Deposit (£)	<input style="width: 100%;" type="text" value="£100,000.00"/>	*	Shared Equity	<input type="checkbox"/>
Valuation	<input style="width: 100%;" type="text" value="£250,000.00"/>		Self Certified Mortgage	<input type="checkbox"/>
LTV %	<input style="width: 100%;" type="text" value="40"/>	*	Impaired Credit Mortgage	<input type="checkbox"/>
Term of Loan	<input style="width: 100%;" type="text" value="25"/>	*	Flexible Mortgage	<input type="checkbox"/>
Repayment Basis	<input style="width: 100%;" type="text" value="Capital and Interest"/>	▼	Has mortgage been underwritten by the lender	<input type="checkbox"/>
Product Type	<input style="width: 100%;" type="text" value="Fixed"/>	▼		
Split Product	<input type="checkbox"/>			

If the Momentum-Prospector integration is used to produce these types of mortgage quotes, the checkboxes within the Mortgage Illustration Details screen are updated accordingly when the quote is passed back and saved in Momentum.

These details have also been included in the Momentum Reports Module to enable users to generate accurate sales reports

Mortgage Purpose: A breakdown of Mortgage applications completed within the last 12 months, grouped by the Mortgage Purpose type

Basic Case **Advanced**

Grouping Selection

Group 1 ▼

Group 2 ▼

Group 3 ▼

Sorting Selection

Sort 1 ▼ Descending Apply To ▼

Sort 2 ▼ Descending Apply To ▼

Sort 3 ▼ Descending Apply To ▼

Column Selection and Ordering

Available Columns

- Repayment Method
- Right To Buy
- Roll Number
- Self Cert
- Shared Equity
- Shared Ownership
- Split Amount
- Split Product
- Split Term
- Stopped Product

▶

◀

Selected Columns / Column Order

- Client
- Provider Name
- Applicant Type
- Remortgage Reason
- Repayment Method
- Loan Amount
- Purchase Price
- LTV
- Term

2.2 EXCHANGE INTEGRATION

2.2.1 KEY FEATURES DOCUMENTS NOW AUTOMATICALLY RETURNED TO MOMENTUM

The passing of Illustration documents from The Exchange back to Momentum and automatic attachment to Quote records are key features of the existing integration. An enhancement has now been made so that Key Features Documents are now passed back and automatically attached to Quotes in Momentum too.

2.2.2 AVIVA REFINED QUOTES

The integration between Momentum and The Exchange has been further improved so that multi-benefit details obtained from Aviva Refined Quotes are now passed back and displayed in the modified Protection Illustration Details screen automatically.

2.3 MOMENTUM DOCUMENTS

2.3.1 DEMANDS AND NEEDS AMENDED TO CATER FOR MULTI BENEFIT PROTECTION ILLUSTRATIONS

The Demands and Needs document generated within Momentum has been amended to display all of the provisions catered for within one multi-benefit policy

My Personal Recommendation

In order to protect your mortgage and personal protection needs a multi benefit product has been recommended.

For Mr James Dingal				
Type of policy	Provider	Term (years)	Premium	Sum Assured
Life Cover (Applicant one)	Aviva	20	£50.00 payable monthly	£150,000
Family Income Benefit (Applicant one)	Aviva	20	£20.00 payable monthly	£3,000
Income Protection (Applicant one)	Aviva	20	£30.00 payable monthly	£3,000

2.3.2 RECORD OF SUITABILITY INCLUDES CLIENT ADDRESS

The Momentum Record of Suitability document has also been amended so that the client's address is now included on the front page

Mr John Smith
982 Tyburn Road
Erdington
Birmingham
West Midlands
B24 0TL

02nd April 2013

Mortgage Record of Suitability

Prepared for Mr John Smith
Prepared by Mr Raj Patel

PURPOSE

2.3.3 NEW DOCUMENT TYPE – PROOF OF INCOME

A new Proof of Income document type has been added to Momentum to enable users to accurately record this evidence within a Case

Case Number	<input type="text"/>	Method Of Delivery	N/A
Document Type	Filtered Selection	Document Status	N/A
Current Contact Only	<input type="checkbox"/> Total Cost Summary <input type="checkbox"/> Trust <input checked="" type="checkbox"/> Applications <input type="checkbox"/> Agreement In Principal (AIP) <input type="checkbox"/> Application <input type="checkbox"/> Bank Statement <input type="checkbox"/> Life Declaration <input type="checkbox"/> Mortgage Offer <input type="checkbox"/> Proof of Address <input type="checkbox"/> Proof of ID <input checked="" type="checkbox"/> Proof of Income <input type="checkbox"/> Compliance <input type="checkbox"/> Audit Trail <input type="checkbox"/> Case Checking Report <input type="checkbox"/> Check List <input type="checkbox"/> Demands and Needs Statement <input type="checkbox"/> Initial Disclosure Document <input type="checkbox"/> Menu		
column			Action
Smith			Action ▶
Mr James Dingal			Action ▶
			Action ▶
			Action ▶

2.4 NEW FEE TYPE

In order to help with accurate Fee management, a new Expenditure Fee Type has been added to Momentum - Introducer Fee

Adding Fee for Mr James Dingal

X Momentum Ltd > TrigoldCrystal Limited > Mortgage Team > Raj Patel

Product Type: Protection
 Title: Introducer Fee
 External Ref: IF1001

Category: Expenditure
 Type: Introducer Fee
 Internal Ref:

Amounts

Expected		Confirmed		Paid	
Value	£250.00	Value	£250.00	Value	
Date	01/04/2013	Date	01/04/2013	Date	

Notes

3 GENERAL SYSTEM

3.1 PERFORMANCE IMPROVEMENTS

A technical review of Momentum has been carried out and changes have been made to improve the performance of the frequently used Summary screens. The Fees, Case Management and Task Management screens, for example, are now more responsive with the time taken to complete searches reduced.

The time taken to load portal pages, such as the Momentum Home Page, has also been reduced as a result of this exercise.