

The smart investment platform



How to monitor your client application

User Guide



Client Applications

There are several ways in which the Novia Global Europe Limited website can help you monitor the progress of a new client application once it has been submitted.

Messages displayed on the website indicate how the application is progressing.

AML Verification

Instructions cannot be submitted until the client's identity has been verified. Please refer to our Secure Mail portal where you can submit the relevant client documentation.

Verifying the client

This message tells you that we are still outstanding certified proof of the client's name and address which will need to be verified before any payment can be accepted into the account or any transfers requested.

If you see this message upon clicking on the client's portfolio, the next step would be to upload the relevant documentation using the Secure Mail facility.

We Are Processing Your Application

Thank you for signing up to the Novia Global Wealth Management Service. There is currently no value linked to this account. If you have recently made an investment, please note that funds may still be in the process of clearing.

Processing the application

When the message changes to 'We Are Processing Your Application' this indicates that the client's identity has now been verified.

This message is also informing you that the account is awaiting payment:

- If the application is for a GIA, payment can now be made to the bank details provided on the Payment Instruction that generated at the end of the application and is stored in the Documents Library.
- If the payment or transfer has been received and you still see this message, the funds may still be in the process of clearing. When the Cash Receipt Confirmation is uploaded to the Documents library, funds will have cleared and you will now be able to proceed with the client's investments.

Latest Status Updates

Date	Client Id	Client Name	Description	Status	
20/01/2021	310717	Example Client	New Client	In Progress	View
18/01/2021	310795	John Smith	New Client	In Progress	View
13/01/2021	310794	Example Client	New Client	In Progress	View
12/01/2021	310717	Example Client	New Client	In Progress	View
15/12/2020	303211	Investor # 303211 Unknown	Trade Request	In Progress	View
14/12/2020	310787	Test Client	New Client	In Progress	View
09/12/2020	303211	Investor # 303211 Unknown	FX Transfer	In Progress	View

Latest Status Updates

Latest Status Updates enable you to obtain a progress update on your clients' transactions.

Any application or transaction submitted online will create an entry in the Latest Status Updates section of the Home screen. This indicates the current status and, by selecting 'view' next to an entry, will provide further information as to how that particular instruction is progressing.

Status Update Details

Date	Status	Type	Asset Name	Amount
30/09/2020	In Progress	Web Trade - Buy Asset	Aberdeen Gbl Technology Equity 12 USD	6,600.77 (USD)
30/09/2020	In Progress	Web Trade - Buy Asset	Acumen Equity Portfolio X Acc USD	6,600.77 (USD)
30/09/2020	Completed	Web Trade - Buy Asset	Pending Settlement	6,600.77 (USD)
30/09/2020	Completed	Web Trade - Buy Asset	Cash	-6,600.77 (USD)

For trade requests, the status shows which trades have settled and which trades are still in progress. The contract notes will be uploaded to the Documents Library once all trades have settled and the trade request is complete.

Home Clients Research Reports Documents Secure Mail Support

Home > Documents

Client Documents

Document Types: Client Documents

Client: -- Select a Client --

Documents Library

All client documentation is stored in the Documents Library. From here you will be able to retrieve any documentation that generated as part of the application such as the Application Summary or Payment Instruction (containing bank details for payment).

The Cash Receipt Confirmation is uploaded to the Documents Library when funds are received. This is your notification that the client's application is complete and the next step is to submit a 'buy' instruction to invest the newly received funds.

Further Information

If you have any questions about a new client application, please contact Novia Global Europe Client Services at euclientservices@novia-global.eu or +357 25010612.