

Legal & General Contract Enquiry Information Guide

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Introduction

Contract Enquiry is an online service that provides you with automated valuations directly into your back office system or via your Portal.

The mechanism of data transfer and the content of the valuation message have been defined by ORIGO* ensuring that Product Providers all conform to an industry standard.

Benefits of using Contract Enquiry:

- The data you receive from Product Providers will be in a consistent format allowing you to aggregate your policy valuations in one place using your back office client management system
- Valuations are provided as soon as you request them
- You don't have to make calls to the Provider call centres
- You can achieve significant reductions in costs and provide a higher level of service (Source: Adviser Forum, autumn - 2004).

*ORIGO is an organisation sponsored by Product Providers in the Financial Services Industry. Their mission is to be the Centre of Excellence for e-Business in the Financial Services sector. By delivering essential common capabilities and components, they facilitate the industry's ability to develop and maintain cost efficient channels to market.

Registration and authorisation

To access Contract Enquiry for Legal & General valuations you'll need to register for Adviser Centre at:

<https://www10.landg.com/ExtranetRegistrationWeb/Start.do?portal=adviser>

Once registered you'll be automatically issued with a user ID and password. You can also access Contract Enquiry by using a UNIPASS certificate but this will have to be registered with us via the Adviser Centre. If you're a new user you can register for the Adviser Centre and your UNIPASS certificate at the same time. Registration is straightforward; just follow the instructions on the Adviser Centre homepage.

Legal & General will accept either a User ID and password or a UNIPASS Certificate. The information will be authenticated with our security systems to check that you have permission to view details of the policy you are enquiring about.

Access

You can gain access to Contract Enquiry via your back office client management system or Portal supplier. Legal & General has developed or is in the process of developing Contract Enquiry links with the main suppliers.

If you need any further information please speak to your usual Legal & General contact.

Products available

Legal & General support the following products for Contract Enquiry:

Bonds	Pensions
<ul style="list-style-type: none">• With Profits Income Bond• With Profits Bond• With Profits Growth Bond• Investment Bond• Money Market Bond• Capital Investment Portfolio• Capital Conversion Plan• Inherit Protect & Income Plan• Distribution Bond - Guarantee• Single Premium Investment Plan	<ul style="list-style-type: none">• Personal Pension Plan• Group Personal Pension• Stakeholder Pension Plan• Self Invested Personal Pension Plan• Personal Investment Pension Plan• Self Employed Plan• Free Standing AVC• Buy Out Plan (Section 32)• Company Pension Plan• Group AVC

Products not available

There are a small number of Pension policy types that Legal & General do not support for Contract Enquiry:

- Executive Pension Plans
- Company Pension Plans with the prefix 'U'
- Group AVCs with the prefix 'U'
- Buy Out Plans (Section 32) with the prefix 'U'

Any product types not listed above are outside of the scope as defined by the ORIGO industry standards. Legal & General will revisit these products as and when the standards have been written.

Policy number format

When requesting a Contract Enquiry from Legal & General it is important that the correct policy number is used so that we can find the policy.

Legal & General uses the following policy number formats for all of its Bond and Pension policies:

123456789 (10 Digits)	Bonds and Pensions
US1234567 (US followed by 7 digits without any spaces)	Bonds only
UP1234567 (UP followed by 7 digits without any spaces)	Pensions only
U 123456 (U followed by 2 spaces and 6 digits)	Pensions only

Please use uppercase

Using any other format will result in a failed response with a message 'Contract not found'.

Support

The service will be available between 8.00am and 9.00pm weekdays. Service outside of these times cannot be guaranteed.

In the event of a problem we recommend that you first talk to your back office system supplier or portal before contacting Legal & General. They will contact us if the problem is considered to be via Legal & General.

Trouble shooting

There may be occasions where you will receive an error message instead of a policy valuation. The following table will provide you with information on why this may happen and how to rectify.

ORIGO Standard Code	ORIGO Short Description	Action
1004	Message failed security check	<p>There may be several reasons for this:</p> <ol style="list-style-type: none">1. Legal & General has not recognised your User ID or Certificate. This could be because:<ul style="list-style-type: none">• They have not been registered• They are not correct• They have been revokedPlease contact UNIPASS or our Internet Support desk (0870 050 0274) to check your details.2. Your Agency number does not match the Servicing Agent on the contract. You need to be the Servicing Agent or link your Agency number to the Servicing Agent. Our Internet Support desk (0870 050 0274) can help you with this provided you can give them both Agency numbers.3. In some circumstances there may have been an internal system error when performing the security check. Please try again and if the problem persists (after eliminating 1 and 2 above) then contact your back office system supplier or portal. They will then speak to their Legal & General contact to resolve the problem.
1005	Contract not found	<p>The product may not be supported for Contract Enquiry or you may need to amend the policy number format.</p>

ORIGO Standard Code	ORIGO Short Description	Action
1011	Enquiries on this Product type/Sub Type not supported by Provider.	The product may not be supported for Contract Enquiry.
1026	Contract undergoing alteration. No data can be returned at this time.	Please try again later. If the problem persists notify your back office system supplier or portal. You may have to wait 24hrs to allow time for the alteration(s) to be completed.
1027	Provider system problem. Details cannot be returned. Please try later.	This means our system is out of action when it should be available. You'll need to try again later and if the problem persists contact your back office system supplier, or portal, about the problem.
1028	Providers system not available, as it is outside the hours of operation.	Please try again during the hours of availability. The service will be available between 8am and 9pm weekdays. Service outside of these times cannot be guaranteed.
1045	This contract cannot be accessed under Contract Enquiry.	Legal & General does not support this contract for Contract Enquiry.
1050	The Product Provider's system has encountered an internal error.	Please try again later. If the problem persists contact your back office system supplier, or portal, about the problem.