

## Adviser Registrations Team – 0370 050 0274

[Advisercentre@landg.com](mailto:Advisercentre@landg.com)

<b>Upcoming Important information</b>	<p>From January, all advisers who have their own individual agency number will be automatically registered within 48 hours of the agency department completing their checks and allocating the agency number</p> <p>This means that these advisers will <b>NOT</b> have to complete the online form on the adviser centre</p> <p><b>** Please note this does not apply to those companies who use a shared agency number to submit business**</b></p>
---------------------------------------	---

<b>Internal guide - Adviser Registrations</b>		
<b>What we can help with</b>	<p>We are here to help our partners/advisers with registering for our online systems</p> <p>We can help with:</p> <ul style="list-style-type: none"> <li>• Adviser password resets</li> <li>• Help associating Unipass</li> <li>• Guide to register</li> <li>• Super user access</li> <li>• Adding the submit button</li> <li>• Revoking adviser access for leavers</li> </ul>	<p>There is a password reset tool online which advisers should be encouraged to use on the log in page of OLPC</p> <p>Useful link to help advisers register</p> <p><a href="https://www.legalandgeneral.com/adviser/protection/doing-business-with-us/getting-started/">https://www.legalandgeneral.com/adviser/protection/doing-business-with-us/getting-started/</a></p>
<b>Other common queries which we cannot assist with</b>	<p><b>Secure email queries</b> – these should be directed to the IT Technical team – <b>0345 076 3009</b></p> <p><b>Updating contact preferences in OLPC</b> – this is a CAS task not one we can assist with. The adviser can do this themselves</p> <p><b>GI queries</b> – this is not something we can assist with</p> <p><b>Adviser/Agency Address change</b> – this is for the Agency team <a href="mailto:agencyadmin@landg.com">agencyadmin@landg.com</a></p>	
<b>Levels of access</b>	<p><b>Standard Access</b> – the majority of advisers will have this level of access and it enables them to submit business through the agency number they registered with</p>	<p><b>If an admin/paraplanner calls through and cannot submit business – they need to call us so we can add this for them</b></p>

	<p><b>Admin Access</b> – this is for administrators or paraplanners – this allows them to see cases but <b>not</b> to submit any cases. Admin staff will <b>NOT</b> have their own agency number</p> <p><b>Super User Access</b> – this provides access to view <b>ALL</b> cases under the company FCA Number</p>	
<b>Different types of agency number</b>	<p><b>Shared Agency number</b> – this is where the company have chosen to use a shared agency number, so all advisers register and submit business under the same agency number – this also means that can see each other’s business.</p> <p><b>Individual agency number</b> – this is where the adviser has their own unique agency number to submit business and can only see their own cases (unless they have super user access)</p>	<p><b>Please note that everyone who registers will have their own User id.</b></p> <p><b>This must NOT be shared under any circumstances</b></p> <p><b>Refer to the OLPC best practice guide on the adviser centre</b></p>