sesame

Release Notes 2.9.33

the key

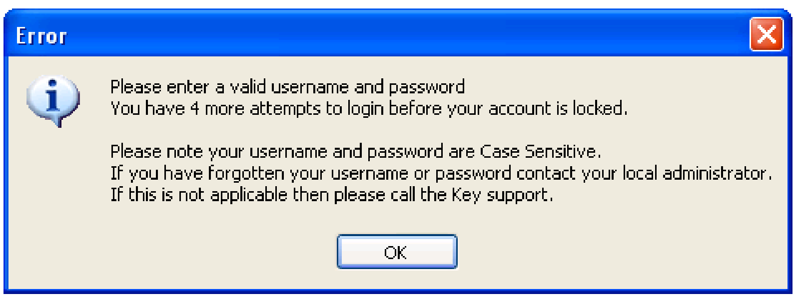
The purpose of this Release Note is to confirm changes that have been made to the system in version 2.9.33.

Amendments have been made to the following areas:
1) Enhanced Security
2) Reports
3) Merge Fields
4) Document templates
5) Buy To Let
6) BMU Submissions
7) Notes

1) Enhanced Security

Password Lock Outs

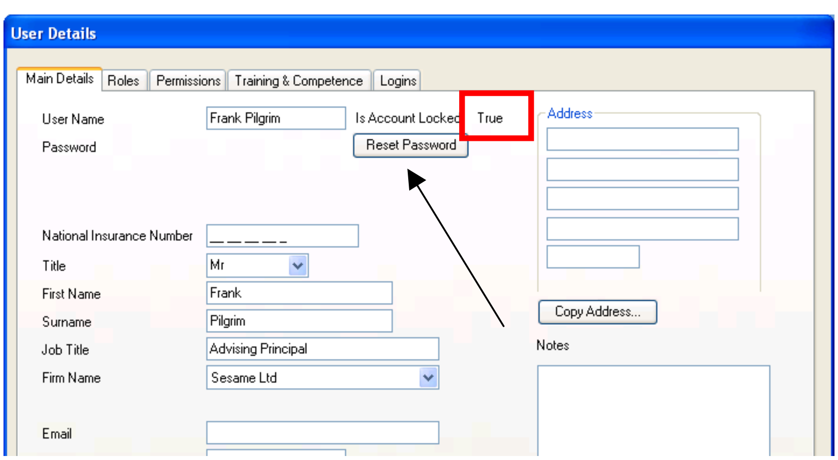
We have now implemented a password lock out function within The Key. This essentially means that each user will have only 5 consecutive attempts to correctly enter the password. Should the password be entered 5 times incorrectly then your account will be locked. A message will appear as detailed below each time an incorrect username and password are entered. The number of lock out attempts is re-set each time you successfully log into the system.



Please note: There is also a lock out function when working Offline, the same rules apply and the account will lock after 5 attempts. If however you do lock out the account and successfully log in on line, your offline account will be reactivated.

Re-setting Passwords

If there is another individual within **your firm** who has access to the **Set up User** area, then they can **re-set** your password on your behalf. When accessing the relevant Users set up area, the message displayed will show as **True** to confirm that the account is locked (see screen print below).



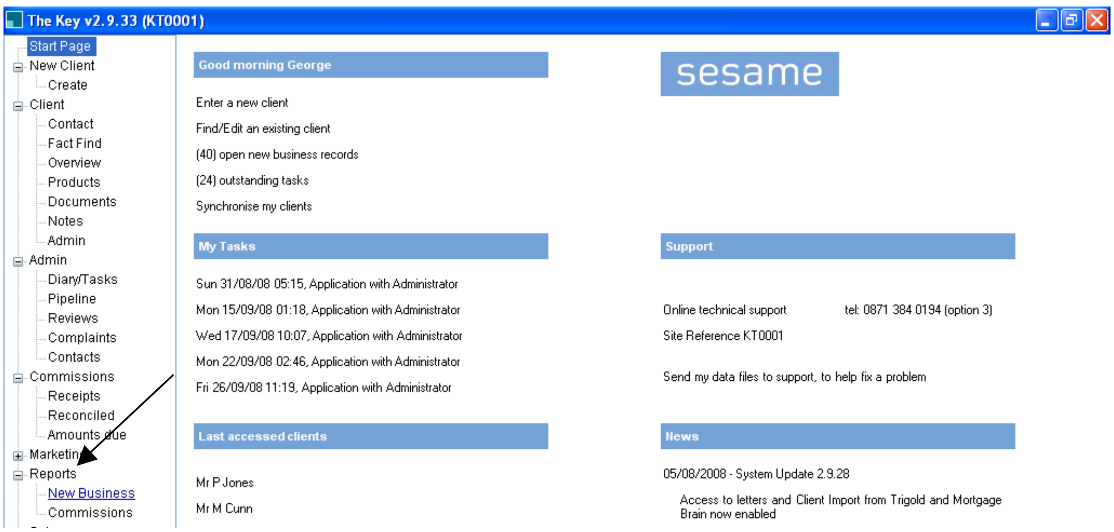
To re-set the password, simply click on ***Reset Password*** and enter a new password. Once input, click on **OK** and Exit the Key and the new password for that user will be established for the next time they log in.

Please note that passwords must be a **minimum of 8 characters** and **must contain** at least one **number** and one **alpha** character. For additional guidance on setting up users please refer to the **User Setup** guide located at http://www.thekey.uk.com/sesame_thekey.aspx.

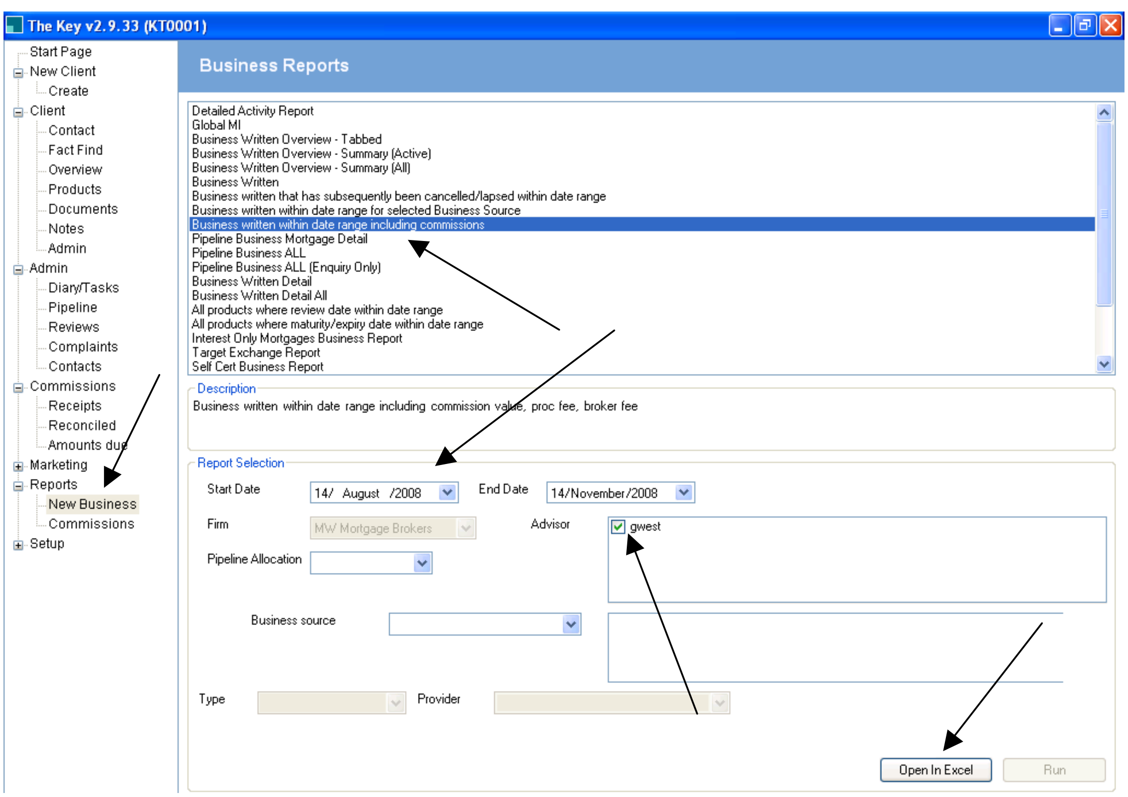
If you are the only person within your firm that has access to the user Set up area, then you will need to contact the **Sesame Contact Centre** for your password to be re-set.

2) Reports

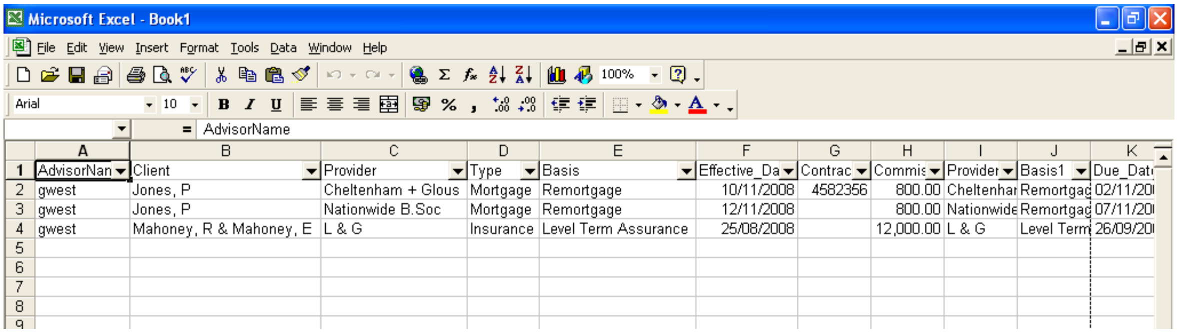
The **Report** function has been re-enabled to allow management information to be produced based on Client and Product data that has been entered into the Key. The Report function is accessed by clicking on the plus sign next to **Reports** within the menu on the left hand side of the screen



A number of standard reports have been included covering New Business and Commissions. To access a report click on either **New Business** or **Commissions** and a list of reports will be displayed.



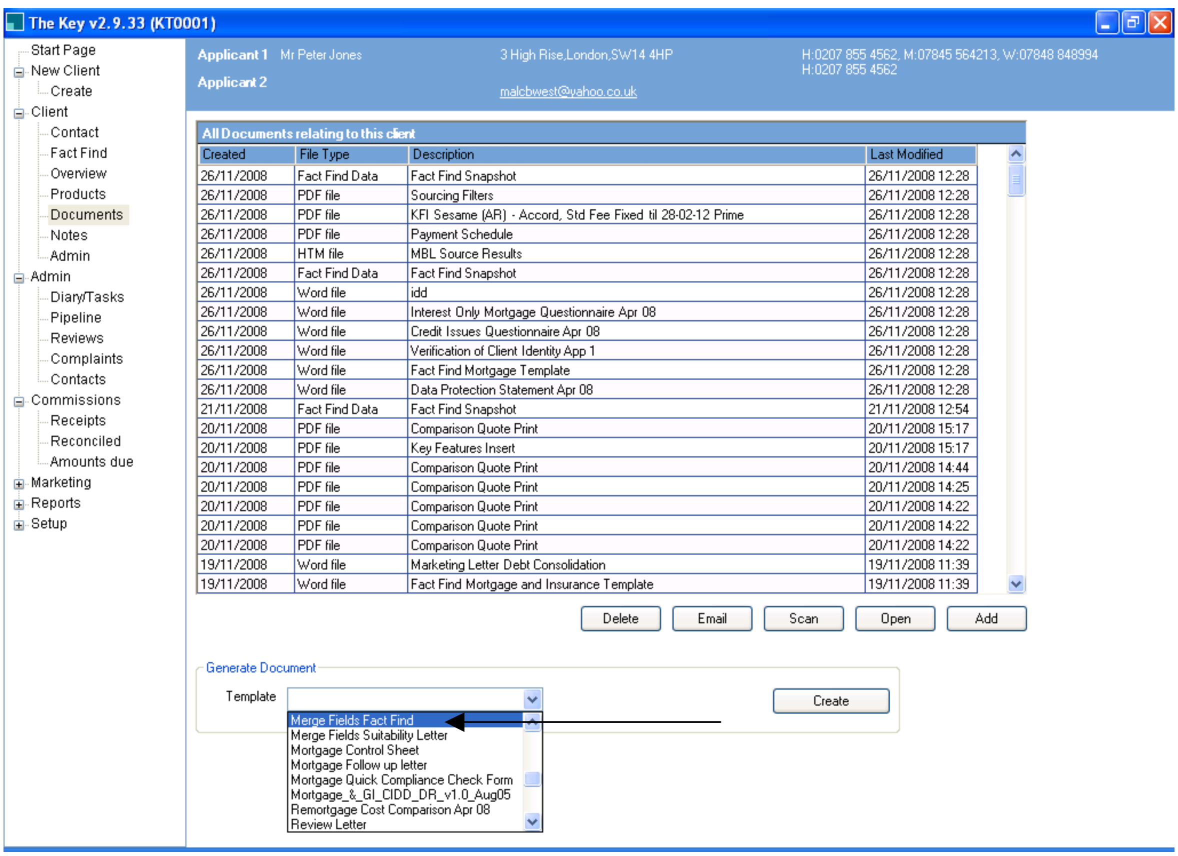
Highlight the relevant report and you will then be able to add additional filters including date range required and Adviser. Click on **Open in Excel** to run the report which will allow further filtering (if required) and for the report to be “tidied” ready for printing.



4) Merge Fields

The **Document Management** User Guide details how to create your own user templates within the **Setup Letters** area including the inclusion of client merge fields.

To allow you to easily find and insert any required merge fields we have now added a copy of the Mortgage Suitability Letter and combined Mortgage and Insurance Fact Find templates into the **Client Documents** template section. These are in pdf format and allow any relevant merge fields to be copied and pasted into the required document avoiding the need to search for the fields within the Key



Further guidance ion the use of merge fields can again be found in the Document Management user Guide can be found at the following location: n http://www.thekey.uk.com/sesame_thekey.aspx.

4) Document Templates

The following amendments have been made:

- **Marketing Letters** – there are now 8 marketing letters including within the Document templates area. These are copied from the marketing area of the Sesame Website and include various client merge fields to avoid retyping information already held in the Key. The letters are:
    - End of fixed rate deal to existing client
    - End of fixed rate deal to potential client
    - Introductory letter to existing client referral
    - Introductory letter to purchased client referral
    - Mortgage review letter, rate ending soon
    - Mortgage review letter, general
    - Letter to home mover
    - Letter regarding debt consolidation

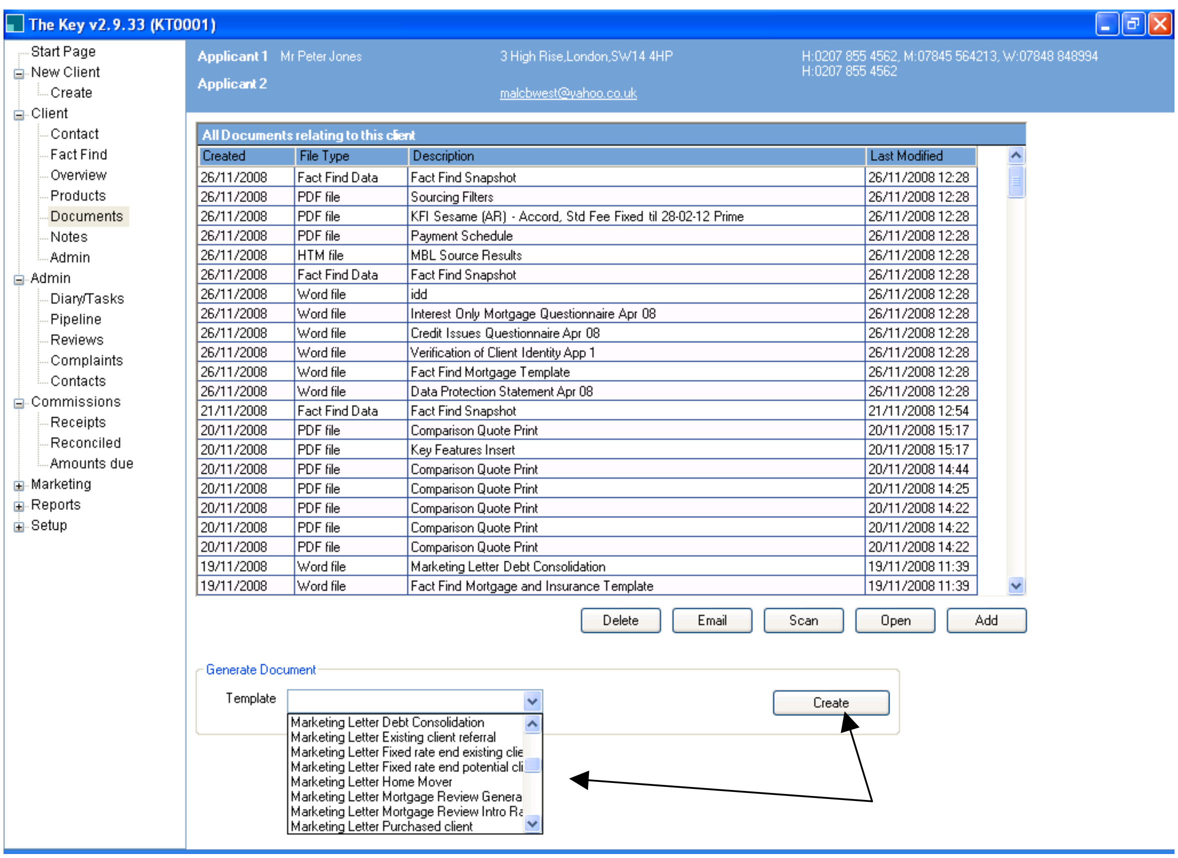
  These letter have been pre-approved by compliance however if you wish to use any of these letters you are still required to submit an Advertising Template Notification Form and send this to the Advertising Team. This is so that use of the letters can be tracked by the Advertising team. Please refer to the Marketing section of the Sesame website for additional guidance.

- **Mortgage Suitability Letter** – this has been updated to reflect recent amendments to compliance guidance

- **Money laundering** – The **Customer Due Diligence** forms have been updated following recent amendments to compliance guidance

All the above templates can be accessed from the Client Document section of the Key by clicking on the **Create** button as highlighted below.

Further guidance on the use of documents in the Key can be found in the Document Management User Guide at the following location http://www.thekey.uk.com/sesame_thekey.aspx



5) Buy to Let

The Key is primarily designed to assist firms in writing standard mortgage business however it is possible to use the system to write Buy-to-Let business.

A new User Guide has been created **"Using the Key to write Buy to Let Business"** which details the process and a new Buy-to-Let Fact Find template has been added to the Document Template area.

The user guide can be found at http://www.thekey.uk.com/sesame_thekey.aspx

6) BMU Submissions

In the event that a request is received from the Business Monitoring Unit for a case that has been processed on the Key, the Key's e-mail facility can be used to submit the case to the BMU avoiding the need to print copies of the documentation. The following process can be followed:

- The e-mail should be sent from the Client Documents folder
- A check should be made to ensure that all required documents are stored in the client's Documents folder in the Key. You must ensure that a printed copy of the fact find is in the Documents folder which can be created by clicking on **Print Preview** at the bottom of any page of the fact find
- If any documents are missing e.g. held in paper format or stored elsewhere in a computerised file, these documents can either be **scanned** into the Key or **added** in.
- Click on **Email** and select any required documents
- Amend the e-mail address to bmu@sesame.co.uk
- Include the 9 digit BMU case reference number in the subject header of the e-mail but take care to ensure the Tracker ID is not deleted so that a copy of the e-mail can be retained in the Key
- Send the e-mail. A copy of the BMU submission will be retained in the Client Documents folder and also within your own Outlook folder

Further guidance on use of documents within the Key including the **Scan** and **Add** options can be found in the Document Management User Guide at the following location
http://www.thekey.uk.com/sesame_thekey.aspx

Please also refer to **BMU Submission Guide** which is held in the Member Services section of the Sesame website. This document provides additional guidance on submission of cases by e-mail including the issue of scanning and file sizes.

7) Notes

A change has been was made to the way that Notes are retained within the Client and Product areas of the system following feedback received from a number of member firms.

Historically any Notes entered into the Client section of the system would also appear in the Product area. However this also meant that a note added in respect of an individual product would be duplicated against other unrelated products which would not be appropriate.

Therefore the setting has been changed so that notes entered now only appear against the individual area where they have been entered.

The following procedures should be followed when entering future Notes:

- any notes in relation to an individual fact find should be entered using the "More" buttons within the Fact Find. This will allow Notes to be amended or deleted as the client's circumstances change
- any generic notes in relation to the client that are not product related should be entered in the Notes tab in the Fact Find and marked as Private.
- any notes that are product related should be entered via the Notes tab in the Product area
  NB Notes entered via the Notes tab within the Fact Find and the Product Notes area cannot be edited or deleted once added so care should be taken