

I'm researching a specific wrapper to be included in the platform and the results are showing zero platforms available – what could be causing this?

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There could be different reasons for this:

- The choice of features selected could be such a mix that it excludes all the available platforms
- The funds selected could be unavailable for the specific wrapper being researched. You can check the unsupported platforms by hovering over the warning triangle in the portfolio selection screen.

P/c	citi code	fund	promoter
	00PA	BlackRock Continental European D Acc	BlackRock

The following platforms do not support this fund:
FundsNetwork (No Investor Fee) - FundsNetwork: 2 platforms
The Old Mutual Wealth Platform - Old Mutual Wealth: 1 platform
Zurich Intermediary Platform - Zurich Intermediary Platform: 1 platform

- Check if you have selected Child Fund over Parent Fund as this could cause the platforms to be filtered to zero depending on the specific fund choice.

If none of the above explain the situation, please contact Synaptic Application Support Team by using the Contact link.