

How do I filter on features?

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The **Features** tab shows Synaptic's analysis of all the features offered by any of the contracts being researched.

The screenshot displays the Synaptic Software interface for Individual Savings Accounts (ISA). The interface includes a navigation bar with options like 'Ranking', 'Report', 'Comparison', 'Change title', 'Save as PDF', 'Delete', 'Copy', 'Send', 'Not shared', and 'Help'. The 'Features' tab is active, showing a list of features on the left and a table of contracts on the right. The table is filtered to show 13 contracts out of 95 (14%) based on the selected features.

Company	Contract
AEGON Retirement Choices	AEGON Stocks & Shares ISA
Avalon Investment Services	Freedom ISAs
Aviva Wrap UK Ltd	Aviva Wrap ISA Portfolio
AXA Elevate	Elevate Stocks & Shares ISA - Explicit
James Hay Partnership	James Hay Wrap ISA
James Hay Partnership	Modular Stocks & Shares ISA
Novia	Novia Stocks & Shares ISA
Nucleus	Nucleus ISA account
Seven Investment Management	ISA (Stocks and Shares)
Standard Life Assurance Ltd	Standard Life FundZone ISA
Standard Life Assurance Ltd	Wrap ISA
Zurich Intermediary Platform	Zurich Intermediary Platform - Cash ISA Account
Zurich Intermediary Platform	Zurich Intermediary Platform Stocks and Shares IE

You mark a feature as being essential for the client's requirements simply by ticking the box next to the feature's name. The grid is immediately filtered so that contracts are excluded if they don't offer the feature, and the header bar at the top of the grid changes to show you what percentage of the contracts remain.

If you tick two or more features then contracts are eliminated unless they offer everything which your client needs – in the example illustrated by the screenshot to the right an original list of 65 contracts has been reduced to the subset of 20 which offer a phased investment facility, segmentation and a loyalty bonus.

Sub-features

Some features have sub-options inside them – for example, Pension Premium Insurance can be written on different bases such as own-occupation, any-occupation etc.

Features which have these "child-" or "sub-features" are shown in bold. When you tick the parent as being essential, it then opens up to show you the children, as illustrated

by the screenshot to the right.

Individual Savings Accounts
ISA

Filtering (using preset criteria) | Ranking | Report | Comparison | Change title | Save as PDF | Delete | Copy | Send | Not shared | Help

10 contracts out of 95 (11%) - 0 manually excluded

Company	Contract
AEGON Retirement Choices	AEGON Stocks & Shares ISA
AXA Elevate	Elevate Stocks & Shares ISA - Explicit
James Hay Partnership	Modular Stocks & Shares ISA
Novia	Novia Stocks & Shares ISA
Nucleus	Nucleus ISA account
Seven Investment Management	ISA (Stocks and Shares)
Standard Life Assurance Ltd	Standard Life FundZone ISA
Standard Life Assurance Ltd	Wrap ISA
Zurich Intermediary Platform	Zurich Intermediary Platform - Cash ISA Account
Zurich Intermediary Platform	Zurich Intermediary Platform Stocks and Shares IS

Features | Sectors | Conditions | Stats | PP

Cash element

- Cash based Unit Trust/OEIC
- Cash account
- Stocks and shares element
- Fixed rate of interest
- Variable rate of interest

Payment methods

- BACS
- Cash
- Cheque
- Debit card over telephone
- Debit card via the internet
- Direct debit

Clear all filters | Audit trail | Import filter

<http://research.synaptic.co.uk/SynapticResearch/index.asp>

You can look at the sub-features of a parent without having marking the parent as essential: click the right mouse button over the field, and choose Show/hide children from the pop-up menu.

Mutually exclusive features

In the context of research for a client, some features are mutually exclusive – you can't write Pension Premium Insurance on both an own-occupation and any-occupation basis.

Therefore, if you mark one of these mutually-exclusive features as being essential, the others are then disabled. In the screenshot above any-occupation and suited-occupation have been greyed-out and cannot be selected because own-occupation has been picked. Similarly, marking a requirement for a 26-week deferred period has disabled 13-week and 52-week.

Suitability reports produced from the system include a list of all the features you have filtered on, and therefore provide an audit trail demonstrating that you have accounted for all the client's requirements.

However, there's still a potential compliance problem if you recommend something like PPI to a client, but they decline it. For future protection, you need documentation which says that the feature has been declined.

Therefore, as well as marking features as essential, the system also lets you mark them as declined. Instead of ticking the box next to the feature, you click the right mouse button over the field, and choose the **Decline** feature option from the pop-up menu. This does not eliminate any contracts, but does show that the feature has been declined as illustrated by the screenshot below:

The screenshot displays the SYNAPTIC SOFTWARE Individual Savings Accounts (ISA) interface. The top navigation bar includes options like 'Ranking', 'Report', 'Comparison', 'Change title', 'Save as PDF', 'Delete', 'Copy', 'Send', 'Not shared', and 'Help'. The main area is divided into a sidebar for filtering features and a main table of contracts.

Filtering (using preset criteria)

13 contracts out of 95 (14%) - 0 manually excluded

Features | Sectors | Conditions | Stats | PP

- Cash element
- Stocks and shares element
- Fixed rate of interest
- Variable rate of interest
- Payment methods
- Payment frequency options
- With Profit (100%)
- Enhanced death benefit
- Add charges on top of investment
- No penalty for ceasing monthly payments
- No penalty for reducing monthly payments
- Accepts transfers in
- Allows transfers out

Buttons: Clear all filters, Audit trail, Import filter

Company	Contract
AEGON Retirement Choices	AEGON Stocks & Shares ISA
Avalon Investment Services	Freedom ISAs
Aviva Wrap UK Ltd	Aviva Wrap ISA Portfolio
AXA Elevate	Elevate Stocks & Shares ISA - Explicit
James Hay Partnership	James Hay Wrap ISA
James Hay Partnership	Modular Stocks & Shares ISA
Novia	Novia Stocks & Shares ISA
Nucleus	Nucleus ISA account
Seven Investment Management	ISA (Stocks and Shares)
Standard Life Assurance Ltd	Standard Life FundZone ISA
Standard Life Assurance Ltd	Wrap ISA
Zurich Intermediary Platform	Zurich Intermediary Platform - Cash ISA Account
Zurich Intermediary Platform	Zurich Intermediary Platform Stocks and Shares IS

“Must not have”

Much more rarely, you may need to eliminate contracts if they do offer a particular feature. This can be done by clicking the right mouse button over the field and choosing **Must not have** from the pop-up menu.

Any contracts which do offer the feature are then eliminated, and the list is updated as illustrated by the screenshot below, with the must-not-have field highlighted in red.

Filtering (using preset criteria) | Ranking | Report | Comparison | Change title | Save as PDF | Delete | Copy | Send | Not shared | Help

2 contracts out of 95 (2%) - 0 manually excluded

Company	Contract
Novia	Novia Stocks & Shares ISA
Zurich Intermediary Platform	Zurich Intermediary Platform - Cash ISA Account

Options

Features: Sectors Conditions Stats PP

- Payment methods
- Payment frequency options
- With-Profit (100%)
- Enhanced death benefit
- Add charges on top of investment
- No penalty for ceasing monthly payments
- No penalty for reducing monthly payments
- Accepts transfers in
- Allows transfers out
- Regular withdrawal facility
- Dividends taken as income
- All switches free
- Partial switch allowed

Clear all filters | Audit trail | Import filter

Features which are desirable, but not essential

If a feature would be nice to have, but isn't an essential part of your recommendation, then you don't filter on it. Instead, in the ranking stage, you can mark the feature as being desirable.

The points which are then allocated to contracts in the ranked league table include an indication of how many of these desirable features each contract offers.