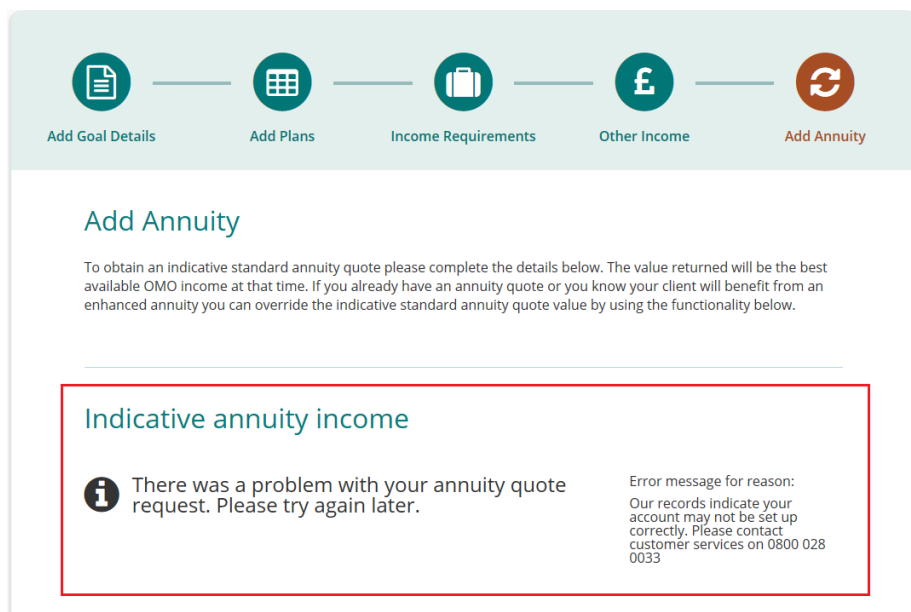


I am trying to generate an Annuity quote within Analyser and I am getting an error - why is this?

Last Modified on 07/12/2020 2:49 pm GMT

When attempting to generate an Annuity quote within Synaptic Analyser, you may get the following error:



The screenshot shows the 'Add Annuity' page in the Synaptic Suite. At the top, there is a navigation bar with five icons: 'Add Goal Details', 'Add Plans', 'Income Requirements', 'Other Income', and 'Add Annuity'. Below this, the 'Add Annuity' section contains a heading and a paragraph of text. A red-bordered box highlights an error message:

Indicative annuity income

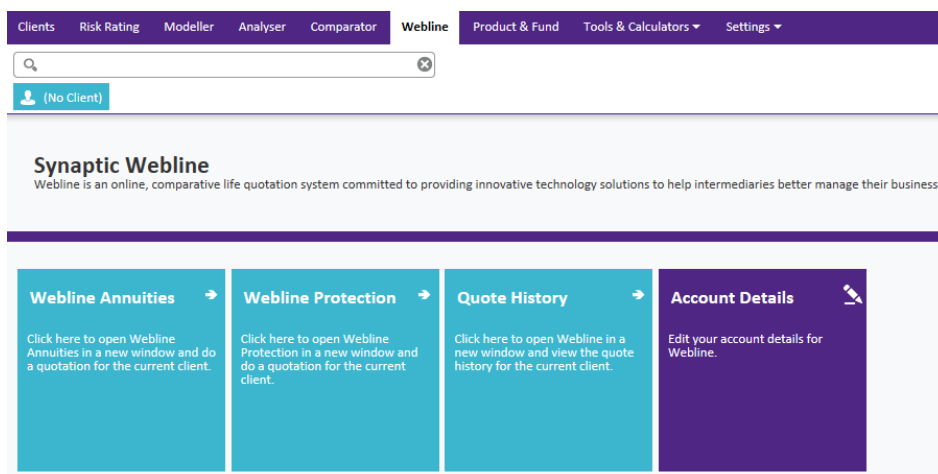
i There was a problem with your annuity quote request. Please try again later.

Error message for reason:
Our records indicate your account may not be set up correctly. Please contact customer services on 0800 028 0033

This indicates you have not added your Weblin details within the Weblin tab in the Synaptic Suite. Your Weblin account must be linked before attempting to generate a quote.

To link your Weblin account - view the related article 'How do I link my Weblin account'.

Alternatively, if you have updated your details within Weblin without updating your details within the Synaptic Suite, you will need to make sure you complete the correct details within the Weblin tab> Account Details tile below:



The screenshot shows the 'Synaptic Weblin' page in the Synaptic Suite. The top navigation bar includes 'Clients', 'Risk Rating', 'Modeller', 'Analyser', 'Comparator', 'Weblin', 'Product & Fund', 'Tools & Calculators', and 'Settings'. Below the navigation bar, there is a search bar and a '(No Client)' indicator. The main content area features a heading 'Synaptic Weblin' and a sub-heading 'Weblin is an online, comparative life quotation system committed to providing innovative technology solutions to help intermediaries better manage their business.' Below this, there are four tiles:

- Weblin Annuities**: Click here to open Weblin Annuities in a new window and do a quotation for the current client.
- Weblin Protection**: Click here to open Weblin Protection in a new window and do a quotation for the current client.
- Quote History**: Click here to open Weblin in a new window and view the quote history for the current client.
- Account Details**: Edit your account details for Weblin.

If you are having trouble linking your Weblin details or have forgotten your logon information, you can contact our Application Support team on **0808 164 5463 Option 1** or email Support@synaptic.co.uk

