

What our customers say

Unipass Letter of Authority



Unipass
Letter of Authority

By
ORIGO

New Unipass Letter of Authority now whole-of-market

Unipass Letter of Authority (ULoA) is our award-winning efficient digital solution to the onerous, manual LoA process.

Our whole-of-market provider coverage solution seamlessly bridges the gap between advisers, providers, and platforms. ULoA gives advisers a single method for sending LoA requests to any UK platform or provider that can receive digital LoA requests.

Our solution is free for advisers.

All you need is a Unipass Identity to start using ULoA.

What do advisers think of Unipass Letter of Authority?

We built ULoA to address the long delays often associated with the traditional LoA process. Below, an adviser shares how quickly Legal & General can process LoA requests using our digital service:



ULoA adviser user speaks on Legal & General using the service:

"We have found the turnaround time very impressive, it's been within 2 days which is unheard of in the industry. The system is very easy to use."

In a recent survey, advisers using ULoA highlighted the speed of processing LoAs as a key benefit of our digital service:

“Fast process and quick response to requests.”

“Speed of generating LoAs.”



A one-stop-shop

ULoA replaces the once fatigued and frustrating manual process with a streamlined digital solution as highlighted by this user:

“Everything is in one place and easy to track once sent.”



A Streamlined LoA Process

We created the service with input from a User Group involving advisers, providers and platforms. We agreed that our solution needed to be straightforward.

We're delighted to have delivered on this, with feedback from adviser users stating the following points as the service's most beneficial feature:

“
Ease of use and the fact we
don't have to search for
providers email addresses or
phone numbers.
”

“
The system is so
easy to use.
”

“
All information is in
one system and
one place.
”

ULoA involves one, secure standardised request form, which can be sent to all providers and platforms.

Deliver All Requests Digitally

With our ongoing dedication to improving user experience, through listening to adviser feedback on our service, we have delivered significant changes to make the process better for all users.

Here are the significant enhancements we've made to the service:

Whole-of-Market Provider Coverage:

With whole-of-market provider coverage, ULoA gives advisers a single method for sending LoA requests to any UK platform or provider that can receive digital LoA requests, for free. Your requests will either be sent digitally via the portal to subscribed providers, or we will route them via secure email to ensure your requests reach the correct team, giving you a single method for submitting all of your LoA requests. This means you will never have to find the correct email address for a platform or provider yourself again.



Upload a Checklist:

Upload a checklist of data items that you need from the provider so that your request contains your specific information requirements.



Receive Notifications:

Want to know when your case has been received, accepted, or fulfilled? Receive notifications from subscribed providers to a mailbox of your choice for each status change – reducing your chaser calls!.



Adoption of ULoA

2300+ Firms

**4800+
Users**

Unipass Letter of Authority has whole-of-market coverage, which includes the Origo Transfer Service customer base, meaning your LoAs will reach the right teams at any UK provider.

Don't forget!
Unipass Letter of Authority is free for advisers and has whole-of-market provider coverage.



"Since introducing Origo's Unipass Letter of Authority (LoA) digital solution, which checks that the information Aviva requires has been supplied, we have seen significant improvements. Nine in ten requests are now accepted on first submission, without the need for additional information, delivering efficiencies for our business, advisers and customers."

Now is the time to join the letter of authority revolution

Discover how you can accelerate digital transformation for your organisation by using our free for advisers and whole-of-market provider coverage LoA solution: Unipass Letter of Authority.

[Find Out More](#)

Quick Steps to Get Started

It's free for advisers and easy to sign up for, all you need to get started is a Unipass Identity.

- If your firm is already registered for ULoA, you can start using the new features now.
- If you already have a Unipass Identity and want to register your organisation on ULoA you can register for free. Once your Firm has registered, you will be able to submit LoA requests immediately.
- Need a Unipass Identity first? It's easy and free to apply for.

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