

**For intermediaries only**

# The Aegon Platform – helping you make the right choice

**Updated October 2020**

## **Why choose Aegon?**

When you're selecting an investment platform, it's essential that it can meet both your long-term business needs and the lifetime savings and investment needs of your clients.

### **A platform that goes beyond transacting**

At Aegon, we want to help intermediaries build a robust savings journey for every client so that they may, in turn, look forward to a rewarding and secure life during and after work.

To help with this, the Aegon Platform allows you to:

- transact investments quickly;
- research and assess new investment opportunities and tailor portfolios to client needs;
- access a range of tools to give clients a wealth of insight about their current position and performance;
- maintain a complete overview of client investment flows and activity to help inform business strategy and progress against key performance indicators (KPIs);
- streamline and simplify administration of all of a client's pre- and post-retirement investment planning.

In this guide you'll find information about the Aegon Platform to help you evaluate it against services provided by other providers – and justify why Aegon is the right partner for your business and your clients.

### **Creating the Aegon Platform**

On 1 January 2017, Cofunds, a UK based investment administration service, became part of Aegon. By combining the scale and experience of Cofunds, with the innovation, financial strength and product know how of Aegon, we aim to provide even better support for intermediaries and their clients. Our aim is to offer the choice, functionality and support to enable intermediary firms to offer expert lifetime planning to clients more easily and efficiently than ever before.

## Manage a lifetime of investing

Based on Aegon Retirement Choices (ARC) and Cofunds, the Aegon Platform puts you in control of your clients' financial futures.

The range of products and investments employed for each client can adapt easily as they progress through their working life into retirement. Plus there's full flexibility to tailor model portfolios, client reporting and your own charges to deliver a range of client propositions to suit your business.

The Aegon Platform is fully responsive, meaning it's available on PC, mobile phone and tablet, allowing you and your clients to stay in touch and in control at work, at home, or on the go.

### About Aegon

Aegon NV is one of the world's leading providers of life insurance, pensions and asset management, trusted with over EUR 898 billion of assets for almost 30 million customers (correct as at December 2019). We have businesses in over 20 countries around the world, including the US where we're known as Transamerica.

Aegon's origins in the UK stretch back nearly 190 years to the creation of insurance company Scottish Equitable. We remain true to our Scottish roots and are still headquartered in Edinburgh. The Aegon UK brand has evolved extensively, but we steadfastly pursue Aegon's core original purpose to help people achieve a lifetime of financial security.

### Ratings

#### Standard & Poor's

Financial strength: A+ (as at February 2020)

#### Moody's (rating for Aegon NV as at May 2020)

Long-term issuer: A3

For our latest financial ratings go to [aegon.com/investors/capital-liquidity/ratings](https://www.aegon.com/investors/capital-liquidity/ratings)

## Other important entities

### Aegon Pension Trustee Limited

The Aegon Self-invested Personal Pension (SIPP) is provided under the Aegon Self-invested Personal Pension Scheme. This is a trust-based personal pension scheme for which Aegon Pension Trustee Limited (APT) acts as the trustee. The assets of the scheme are owned by APT, separating them from the assets of Scottish Equitable plc.

### Cofunds Limited

Cofunds Limited is responsible for the management of the individual savings account (ISA) and general investment account (GIA) on the Aegon Platform.

## Our partners

We work closely with a number of highly experienced third-party providers to provide tools and services to support you and your clients:

- **Digital Keystone** – our partner in developing the technology that supports the intermediary experience.
- **Dunstan Thomas** – we incorporate Dunstan Thomas’s software to allow intermediaries to generate clear, detailed and accurate client illustrations.
- **Financial Express (FE)** – provides all our fund prices, information and data feeds, as well as powering our suite of portfolio management tools.
- **Finocomp** – provides the capital gains tax tool within the dashboard.
- **GBST** – provides some of the underlying technology components for the Aegon Platform, including the core operating system. GBST provides software to the global financial services industry and has more than 30 years’ experience of delivering large-scale solutions.
- **HSBC** – provides our cash facility facilities and other banking services.

## Using the Aegon Platform

Both the Aegon Platform [customer terms and conditions](#) and our standard [intermediary terms of business](#) are available from the [document library](#).

### Charges

We aim to make sure you and your client can see the cost of managing financial planning on the Aegon Platform. There's full disclosure of charges across all products and investments held on the platform. Plus you can use the Aegon Platform to set up, collect and manage your own intermediary charges.

There are three main types of charge on the Aegon Platform:

Annual charge	Investment charges	Intermediary charges
<p>This covers the cost of administering investments on the Aegon Platform, and providing online tools and services, including client illustrations and reporting.</p> <p>Please note we don't charge for switching between funds.</p> <p>For more details of our charges, please speak to one of our team.</p> <p>We may vary these charges in future.</p>	<p>These are levied by fund managers on your chosen funds to cover the cost of managing and monitoring investments.</p> <p>Under the EU's MiFID II regulation, fund managers must now explicitly disclose the transaction costs involved in buying and selling the underlying investments in a fund, as well as the ongoing management, operational and administration costs.</p> <p>European MiFID Template (EMT) data is available in Report Zone, that you can access through the intermediary dashboard.</p> <p>Latest fund charges can be seen in our <a href="#">Research Centre</a>.</p>	<p>These are charges to cover the cost of providing clients financial advice and/or other services.</p> <p>They're agreed between you and your client and we can administer them on the Aegon Platform, either as a fixed monetary amount or as a percentage of funds under advice.</p>

We don't charge for setting up our core products – the Aegon SIPP, Aegon ISA or Aegon GIA. A charge will apply to the Aegon SIPP when a client uses it for income drawdown.

## Paying charges

The charges above can be met out of the cash facility attached to each Aegon Platform product (for example SIPP, ISA and GIA). It's important to make sure that a cash facility has enough money to cover all relevant charges. If there's not enough money in the cash facility to meet any charges due, some of the client's investments may be sold to meet the shortfall.

## Income drawdown

We charge £75 a year if a client takes income from the drawdown element of their Aegon SIPP. We start taking this charge after we make the first drawdown payment and it will apply yearly after that to cover ongoing administration. We may vary these charges in the future.

If 12 months pass and your client doesn't take income, we won't apply the charge for that period. The charge will become payable if a client starts taking drawdown income again.

If a client has more than one drawdown account, (for example, as a result of more than one drawdown to drawdown transfer), they'll only pay a single £75 yearly charge. We'll deduct this equally across all of the drawdown accounts from which they are taking an income.

## Fund charges

Initial and ongoing charges on investment funds are set by the investment manager. They'll vary depending on which assets they choose to invest in. You can find out which funds are available, and their associated charges from our [Research Centre](#).

## Intermediary charges

You can set up and administer all agreed charges for advising or servicing your clients on the Aegon Platform.

You can take intermediary charges either as a percentage or monetary amount using the cash facility attached to the client's SIPP, ISA or GIA. We'll show any charges agreed between you and your client on their personal illustration.

You can manage the following charges on the Aegon Platform:

- Initial adviser charge
- Ongoing adviser charge
- Service charge
- Ad hoc adviser charge

## Initial adviser charge

This charge covers the initial cost of advice and setting up arrangements for a client, and is typically a percentage of the amount your client invests or transfers in, but we can also pay as a fixed monetary amount.

For single contributions and transfers, we deduct the agreed initial charge from the client's product cash facility before we invest their money and will then pay it into your firm's nominated bank

account weekly. For regular contributions, the duration of the initial adviser charge can be specified up to a maximum period of 36 months.

If your client is investing in the Aegon ISA and/or GIA, you also have the option of adding an initial adviser charge on top of a contribution as well as the ability to take it from a contribution.

This simplifies the process and helps with maximising your client's full yearly ISA allowance.

If your client is investing in the Aegon SIPP, we'll take the initial charge after basic-rate tax relief has been included, where relevant. If your client holds an Aegon SIPP and is moving straight into income drawdown, we'll take the fee from their cash facility after we pay out any tax-free cash that's due and taken any relevant excess lifetime allowance charges.

You'll be able to tell your client if an excess lifetime allowance charge will apply to them.

This information is based on our understanding of current legislation, taxation law and HM Revenue and Customs (HMRC) practice, which may change. The tax treatment depends on the individual circumstances of each client and may be subject to change in future.

### **Ongoing adviser or service charge**

This is a regular payment made to you to cover the cost of ongoing advice and/or services you provide to your client. We can calculate and deduct this as a percentage or fixed monetary amount, and we can pay this monthly.

### **Ad hoc adviser charges**

Depending on the adviser charging agreement between you and your client, it's also possible to use the Aegon Platform to administer ad hoc payments to cover your services. Providing you manage these costs through the Aegon Platform, we'll detail them fully on your client's regular reports.

## The choice clients need

The Aegon Platform gives you and your clients three core, competitive and flexible investment products – an ISA, SIPP and GIA – which you can use in any combination to meet a client's financial planning needs.

The value of an investment can fall as well as rise and isn't guaranteed. Your client could get back less than they invested.

The favourable tax treatment of SIPPs and ISAs may not be maintained in the future and is subject to changes in legislation.

All references to taxation are based on our understanding of current taxation law and practice in the United Kingdom, Isle of Man and Ireland, which may change.

### Cash facility

The Aegon ISA, SIPP and GIA each come with its own cash facility. You can use this to hold contributions before investing, the proceeds from selling investments or income that's to be paid out to the client. We also use it to pay out all costs and charges relating to a client's account.

Money in a cash facility accrues interest at a daily rate and we credit this monthly. HSBC hold the cash securely on our behalf, it will pay interest at 0.05% below the [Bank of England \(BOE\) base rate](#). We may vary this rate in the future.

It's your and your clients' responsibility to make sure that their cash facility has enough money to cover charges and regular income withdrawals. If there's not enough money in the cash facility to meet any payments due, we'll automatically sell investments to meet the shortfall.

The default option is for us to sell shares/units in the client's largest, liquid holding or your client can nominate a fund.

To maximise their tax-efficient investments, clients can also request for charges on their SIPP or ISA to be funded by their GIA using a direct debit instruction.

## 1. Aegon General Investment Account (GIA)

If a client has contributed the maximum allowed into tax-efficient ISAs and SIPPs but still wants to invest more, a GIA is an alternative investment solution. You can use a GIA to meet charges payable on a client's ISA or SIPP so the client can maximise the amounts they hold in these products. Cofunds Limited provide the Aegon GIA.

The Aegon GIA is our non-tax wrapped account. Clients can hold a wide variety of collective funds providing access to a broad range of underlying assets. There's no upper limit on how much your client can invest in a GIA and they can take capital and income out at any time. Any income or capital gains from investments held in a GIA are taxable and may need to be declared to HMRC on the client's self-assessment tax return.

We pay UK dividends and interest distributions from UK funds gross, we'll pay other income and interest on cash net of basic-rate tax so higher and additional rate taxpayers (and intermediate rate Scottish tax payers) may have to declare and pay any additional tax liability.

Product features	
<b>Minimum age</b>	18
<b>Maximum age</b>	No maximum age
<b>Contribution frequency</b>	<ul style="list-style-type: none"> <li>• Regular</li> <li>• Single</li> </ul>
<b>Minimum contribution</b>	<ul style="list-style-type: none"> <li>• Regular – £1 each month</li> <li>• Single/transfer – £1</li> </ul>
<b>Joint account</b>	Yes – up to four joint account holders
<b>Multiple accounts</b>	Yes
<b>Withdrawals</b>	<ul style="list-style-type: none"> <li>• Regular - monthly, quarterly, half yearly, yearly</li> <li>• Ad hoc</li> </ul> <p>We pay out regular withdrawals on the 9th, 18th or 27th of the month of payment. It will be a few days later before it reaches your client's account.</p>
<b>Minimum withdrawal</b>	<ul style="list-style-type: none"> <li>• Ad hoc – £100. Your client must maintain a minimum balance of £1,000 unless they're making a full withdrawal.</li> <li>• Regular – £25 each payment.</li> </ul>
<b>Maximum withdrawal <sup>1</sup></b>	<ul style="list-style-type: none"> <li>• Ad hoc – your client can make a full withdrawal to close their GIA.</li> <li>• Regular – 10% of the total value of the GIA.</li> </ul>
<b>Transfers in</b>	Yes
<b>Transfers out</b>	Yes
<b>Automatic rebalancing</b>	Yes – quarterly or yearly
<b>Online trading</b>	Yes
<b>In-specie transfers/re-registration</b>	Yes

<sup>1</sup>Funds must be available in the GIA cash facility before your client can make a withdrawal. If there isn't enough money in the cash facility to make a regular withdrawal, we'll sell a proportion of the client's investments to meet the request.



## 2. Aegon Individual Savings Account (ISA)

The Aegon ISA is a stocks and shares ISA and comes with a wide range of investments. The ISA plan manager is Cofunds Limited.

If any of your clients are interested in opening an Aegon Junior Individual Savings Account (JISA), please contact us for details.

Product feature	Details
<b>Minimum age</b>	Stocks and shares ISA – 18
<b>Maximum age</b>	None
<b>Contribution frequency</b>	<ul style="list-style-type: none"> <li>• Single</li> <li>• Regular</li> </ul>
<b>Minimum contribution</b>	<ul style="list-style-type: none"> <li>• Regular – £1 each month</li> <li>• Single/transfer – £1</li> </ul>
<b>Maximum contribution</b>	Find out the current ISA limits at <a href="https://gov.uk/individual-savings-accounts">gov.uk/individual-savings-accounts</a>
<b>Joint account</b>	No
<b>Multiple accounts</b>	No
<b>Payment methods</b>	<ul style="list-style-type: none"> <li>• Cheque</li> <li>• Debit card</li> <li>• Direct debit</li> <li>• BACS/telegraphic transfer (TT)</li> <li>• CHAPS</li> </ul>
<b>Withdrawals</b>	<ul style="list-style-type: none"> <li>• Regular - monthly, quarterly, half yearly, yearly</li> <li>• Ad hoc - your client can take a full withdrawal to close their ISA.</li> </ul> <p>We pay out regular withdrawals on the 9th, 18th or 27th of the month of payment. It will be a few days later before it reaches your client's account.</p>
<b>Minimum withdrawal</b>	<ul style="list-style-type: none"> <li>• Ad hoc – £100. Your client must maintain a minimum balance of £1,000 unless they're making a full withdrawal.</li> <li>• Regular – £25 each payment.</li> </ul>
<b>Maximum withdrawal</b>	<ul style="list-style-type: none"> <li>• Ad hoc– your client can make a full withdrawal to close their ISA.</li> <li>• Regular – 10% of the total value of the ISA.</li> </ul>
<b>Transfers in</b>	Yes – free of charge <sup>2</sup>
<b>Transfers out</b>	Yes – free of charge <sup>2</sup>
<b>Automatic rebalancing</b>	Yes – quarterly or yearly
<b>Death benefits</b>	Yes – an inheritable ISA is available, allowing an additional ISA allowance to be passed onto a spouse or civil partner on death.
<b>Online trading</b>	Yes
<b>In-specie transfers/re-registration</b>	Yes

<sup>2</sup> We won't charge for transfers in and out, however an existing ISA provider may charge an exit fee or penalty.

### 3. Aegon Self-invested Personal Pension (SIPP)

The Aegon SIPP gives your clients the opportunity to save and invest for the future, taking advantage of the unique collection of tax benefits provided by a pension plan.

Your client can also use the SIPP to consolidate multiple pension arrangements in one place, making retirement planning easier and more efficient. You should be comfortable with the investment choices that your clients make as they may lose features, protections, guarantees or other benefits when they transfer.

Product feature	Details
<b>Minimum age</b>	16 – parent or legal guardian of a client under 18 not living in Scotland will have to sign application.
<b>Maximum age</b>	No maximum age
<b>Minimum contribution</b>	£1 for all contribution types
<b>Maximum contribution</b>	No maximum - annual and lifetime allowance limits will apply. For more information on these limits visit <a href="https://hmrc.gov.uk/pensionsschemes">hmrc.gov.uk/pensionsschemes</a>
<b>Payment frequency</b>	<ul style="list-style-type: none"> <li>• Monthly</li> <li>• Single</li> </ul>
<b>Payment method</b>	<ul style="list-style-type: none"> <li>• Cheque</li> <li>• Direct debit</li> <li>• Debit card</li> <li>• BACS/TT</li> <li>• CHAPS</li> </ul>
<b>Tax relief</b>	We'll prefund tax relief due on individual contributions paid before age 75. As a result, we'll invest your client's individual contributions based on the gross amount.
<b>Transfers in</b>	Yes
<b>Transfers out</b>	Yes – your client must maintain a minimum balance of £1,000 unless they're making a full withdrawal.
<b>Automatic rebalancing</b>	Yes – quarterly or yearly
<b>Split investment strategies</b>	Yes – your client can use different model portfolios to build up capital (accumulation) and to pay out income (decumulation).
<b>Taking benefits</b>	<ul style="list-style-type: none"> <li>• Full or partial uncrystallised funds pension lump sum (UFPLS)</li> <li>• Full or partial crystallisation for flexi-access drawdown and/or pension commencement lump sum (PCLS)</li> <li>• Full or partial crystallisation for annuity and PCLS</li> </ul> <p>We'll convert any capped drawdown transfers paid to the Aegon SIPP flexi-access drawdown once we receive it.</p>
<b>Drawdown</b>	Yes – flexi-access.

<b>Income payment frequency</b>	<ul style="list-style-type: none"> <li>• No income</li> <li>• Monthly, quarterly, half yearly, yearly</li> <li>• Ad hoc</li> </ul> <p>We pay out regular income on the 9th, 18th or 27th of the month of payment. It will be a few days later before it reaches your client's account.</p>
<b>Online trading</b>	Yes
<b>Death benefits</b>	Yes – we'll take account of any nominations your client makes and may offer eligible beneficiaries selected by us as trustee, where circumstances allow, options of lump sum, drawdown and annuity (using the open market option) from their share of the death benefit fund.
<b>Re-registration</b>	Yes
<b>In-specie transfers in</b>	Yes
<b>Product charges</b>	£75 a year if a client takes income from the drawdown element of their SIPP.

## Retirement income options

The Aegon SIPP offers a wide range of income options, so your clients can take an income in a way that suits their specific circumstances and income needs.

Your clients can start to take their pension benefits from age 55. They may be able to take benefits earlier than this if they're in ill health or if they have a protected low pension age that continues to apply under their Aegon SIPP. If we don't receive instructions from your clients as to how they'd like to take their retirement income by age 75, their fund will remain invested and they can continue to contribute to their Aegon SIPP until they decide to take their benefits.

The Aegon SIPP offers a choice of options which can be blended in any combination depending on a client's needs:

- uncrystallised funds pension lump sum (UFPLS);
- flexi-access drawdown, and
- an annuity, which they can purchase on the open market.

With each of these options, your clients will normally receive up to 25% of the value they decide to use to provide benefits as tax-free cash.

You can request to move your client into the drawdown element of their SIPP, either fully or partially over time.

Assuming your client hasn't already triggered it, when your client takes a cash lump sum (UFPLS) from their Aegon SIPP, or starts to take any income under the drawdown element of their account - unless your client's drawdown account relates to survivor drawdown funds (dependant, nominee or successor drawdown) - this will trigger the money purchase annual allowance (MPAA). The MPAA limits any total new contributions they can make into a money purchase pension, such as a SIPP.

## Uncrystallised funds pension lump sum (UFPLS)

Your clients can access their pension at any time from age 55 by taking some or all of their savings as a cash lump. Normally 25% of the cash lump sum taken is tax free with the balance taxed as income.

## Flexi-access drawdown

Flexi-access drawdown provides the ultimate retirement income flexibility. Clients can normally take up to 25% of the pension fund they crystallise as tax-free cash, with the remainder moving into the drawdown element, which is taxable. Once in drawdown, a client can withdraw as much or as little of their fund as they wish whenever they wish, depending on their income needs, tax situation and overall retirement investment strategy.

For flexi-access drawdown, the level of income isn't guaranteed. There's a real chance that your client may need to reduce their drawdown income in the future, in particular if the performance of their investments are lower than expected, or they live to a greater age than originally anticipated when choosing their initial income benefit.

## Annuities

Some clients may prefer the certainty of an annuity to provide some or all of their retirement income. If so, they'll normally still have the option to take up to 25% of the value they crystallise from their Aegon SIPP as tax-free cash with the remainder being used to buy an annuity on the open market.

As annuity rates can change substantially and rapidly, there's no guarantee that when your client does purchase an annuity the rates will be favourable. This could mean that your client's pension income may be less than they expect.

## Death benefits

The Aegon SIPP lets your clients leave valuable death benefits for their loved ones when they die.

If your client's SIPP is written under a valid trust, we'll pay a lump sum to the trustees. If there isn't a valid trust in place, we'll decide to whom to pay death benefits, taking into account your client's circumstances when they die and anyone they've nominated as a beneficiary.

If we decide to pay someone nominated by your client, including minors, we can potentially offer them the following options for their share of the client's fund:

- a flexi-access drawdown pension in their own name;
- an annuity using the open market option, or
- a lump sum cash payment.

If we decide to pay someone who wasn't nominated by your client, depending on your client's circumstances when they die, we may only be able to offer a lump sum. We'll pay any payment to a trust or a charity nominated by your client, as a lump sum.

#### 4. Third-party products

To give your clients further investment choice and flexibility, we've partnered with a number of providers to allow your clients to hold the collective investments (collectives) available through the Aegon Platform within the following third-party products:

- **Cofunds Pension Account** – aimed at investors who want a straightforward pension plan investing only in collectives. Curtis Banks provide and administer it.
- **Curtis Banks Your FutureSIPP** – offers investment in collectives available on the Aegon Platform plus Curtis Banks' wide range of 'off-platform' investment options, including commercial property.
- **AJ Bell Investcentre SIPP** – offers investment in collectives available on the Aegon Platform plus a wide range of other specialist investments.

You can find more details of these products on our [website](#).

#### Calculating the annual charge

To calculate your client's annual charge, we look at the total value of the products they hold with you in their Aegon Platform account, including money they hold in cash on the last business day of each month. We'll combine the total value of your client's products held with you, where they are the primary holder, to calculate the annual charge. This means the annual charge your client will pay for their Aegon Platform accounts will be lower by combining the value of all the relevant products they hold with you.

If your client is named on more than one Aegon Platform account (for example they have their own account plus a joint account with a spouse or partner held with you), we'll calculate each account's annual charge separately.

We won't include any other non-Aegon related assets or products in the calculation of the annual charge.

## A wide investment universe

The Aegon Platform gives you and your clients access a wide range of investment fund types, asset classes, markets and investment approaches. You can tailor and adapt investment portfolios to each client's age, lifestyle and retirement strategy, including their attitude to risk and income requirements.

In total, the Aegon Platform offers a choice of around 4,500 investment options (as at March 2020).

You can find out more about the [different investments available on our website](#).

### Aegon's Risk-Managed Portfolio range

For clients looking for a simpler approach, we offer a range of ready-made solutions matching six different risk levels. The funds are managed by Aegon's Portfolio Management Team, working closely with Morningstar to create the optimal asset mix for risk taken. The focus is on robust risk management while keeping costs down by eliminating unnecessary transaction costs and using passive components.

The portfolios are mapped to Defaqto, Dynamic Planner, FinaMetrica and Synaptic risk scales so you can match clients to the appropriate solution easily. They're also backed by our Funds Promise which means we monitor them closely with the aim of ensuring they continue to meet expectations.

Aegon has been managing multi-asset solutions for over 35 years and has more than £19 billion under management on behalf of 1.1 million customers.

### Creating client portfolios

Enabling every client to have the investment strategy and goals that are right for them can potentially be time and resource intensive. We offer a range of services and tools to help you create and manage investment strategies tailored to different client needs easily and efficiently.

- **Online model portfolio building** - build efficient, scalable investment propositions that only your clients can access.
- **Automated rebalancing** - minimise the need for manual intervention when rebalancing portfolios back to their agreed asset allocation.
- **Portfolio management and monitoring tools** - keep track of every client portfolio easily.

### Environmental, sustainable and governance (ESG) options

We believe that companies run on ethical and sustainable principles are likely to be the most enduring and successful in today's environment, so we are committed to investing along ESG principles. Our platform offers your clients access to a large number of funds run on ESG principles spanning asset classes, industries and regions and allowing you to build rounded portfolios for the growing number of ethically conscious clients.

The value of an investment can fall as well as rise and isn't guaranteed. Your client could get back less than they invested.

## Making life easier

### Straight-through processing

Straight-through processing for applications and transactions on a mobile-responsive platform reduces the potential for errors and gives you and your clients a swift and seamless service.

The Aegon Platform allows you to perform key tasks completely online, including:

- submitting single contributions, regular contributions and re-registrations for both ISA and GIA and transfers in for an ISA;
- submitting new single contributions, regular contributions and transfers for the Aegon SIPP;
- GIA to ISA switch (individual clients only);
- generating client reports;
- topping up existing GIA and ISA – single contributions, re-registrations and ISA transfer;
- switching funds for existing GIA or ISA and Aegon SIPP;
- setting up and managing regular contributions for existing GIA and ISA products;
- managing charges – ongoing adviser charge, ad hoc adviser charge and service charge, and
- model portfolio management (including ad hoc individual and bulk rebalancing).

### Tax relief

We reclaim tax relief on pension contributions from HMRC on behalf of your clients in accordance with the application instructions. Higher-rate tax payers and intermediate rate tax payers (if a Scottish tax payer) should reclaim any additional pension tax relief back from HMRC.

This information is based on our understanding of current taxation law and HMRC practice, which may change. The value of any tax relief depends on the individual circumstances of the investor.

### Back office integration

We aim to make it easy for your business to connect all information and activity on the Aegon Platform to your back office systems. Information on intermediary charges, client holdings and values can be set up to update regularly, allowing your back office to remain fully in sync with the business you do through on platform.

You can ask us for details of the back office systems we can support.

## Client reporting

We aim to provide all the support you need to keep clients up to date with their investment progress, including:

- **a clear and intuitive customer dashboard** to provide your clients with online access to their latest valuations and transaction history. You also have the option to extend the use of the customer dashboard to allow clients to also trade online.
- **quarterly statements and yearly tax vouchers**, which we provide by post and online.
- **personalised illustrations** when a client wants to arrange a new product or increase contributions to an existing one.

You can also use the Aegon Platform to:

- Prepare, edit and issue **client reports** tailored to your specific requirements and preferences.
- Generate both detailed and summary **portfolio analysis** using online tools such as **portfolio scan**. You can print these as PDF documents, ready for your clients.

## Report Zone

The Aegon Platform also offers access to Report Zone, a comprehensive, online management information (MI) reporting tool. This can generate reports predefined by you covering intermediary charging, distributions and rebates and client valuations.

## Model portfolios

The Aegon Platform lets you create your own model portfolios to match the investment proposition you wish to offer to your clients:

- **Flexibility** - once established, asset allocations and investment composition can be changed at any time for one or all model portfolios. Depending on permissions, if changes are made to a model portfolio, we'll automatically realign the holdings of every client assigned to that model will to reflect those changes.
- **Efficiency** - if you select a model portfolio at the client application stage, we'll pre-populate the online application form with the appropriate mix of investments.

There's no additional charge for using our online model portfolio service.



## Automatic rebalancing

You can set up a rebalancing option to automatically realign a client's portfolio to the asset/fund allocation that you originally agreed with them. You can only apply rebalancing to aggregate traded investments that are priced daily (we'll rebalance FCA-authorized funds and cash free of charge).

You can request rebalancing to run quarterly or yearly. We'll rebalance portfolios when the proportion of investments held move 0.01% or more from the original agreed allocation and when the amount that has to be rebalanced reaches the dealing minimum for a particular investment.

You can set up and amend rebalancing at any time. There's no additional administration charge for the service.

## Transfers

You can request transfers of cash and investments from other providers and internal GIA to ISA transfers at no charge.

## Tools to support you

A range of online tools are available to select and monitor investments and help determine an appropriate investment strategy for a client. Some of the tools are pre-populated with client data to save time and minimise error. In most cases, you can also use the tools on a standalone basis.

### Asset selection and research tools

Within the [Research Centre](#) you can:

- search for all funds, based on manager and sector;
- see all the funds matching your search criteria in seconds plus links to digital factsheet, key investor information document (KIID) and charting tools for each fund, and
- view cumulative and discrete performance, ratios, identifiers and fund ratings.

Tool	Purpose
<b>Fund charting</b>	Individual and multiple fund charting capability with comparison against: <ul style="list-style-type: none"> <li>• Investment Association (IA) sectors,</li> <li>• Adviser Fund Index (AFI) portfolios, or</li> <li>• selected indices such as Retail Price Index (RPI), Consumer Price Index (CPI) and BoE base rate.</li> </ul>
<b>Download tool</b>	Historic dividend record and documents – provider factsheet, prospectus, KIID and yearly report.
<b>Fund shortlist</b>	Create a bespoke list of funds for more in depth analysis. From this list adviser can access a fund comparison report or portfolio scan, plus export to excel.
<b>Comparison report</b>	Analytical comparison of up to four funds, providing fund information, ratings, performance and chart.
<b>Portfolio scan</b>	Enables you to create a virtual portfolio from your asset selector shortlist. You can then choose an IA sector, or an index (AFI portfolio, BoE base rate, RPI or CPI) against which to benchmark it.

From our [Research Centre](#) you can link to a digital fund factsheet from the fund name in the product summary and asset selector.

There's also a capital gains tax (CGT) reporting tool for GIAs you can access from your dashboard that gives you the information needed to track profit and loss and manage a client's CGT liabilities.

## Expertise by your side

We aim to provide all the help, support and advice you need to integrate the Aegon Platform into your business so you can harness the maximum benefit from it with minimum disruption to your day-to-day operations.

There's a wide range of support available which you can tailor to suit the needs of your business. Our experienced Relationship and Implementation Managers aim to understand the needs of your business and provide the most effective way to support you. Please [contact us](#) to discuss your specific requirements.

### Online support

We provide comprehensive online information to support your business's ongoing use of the Aegon Platform, including user guides, reports, and management information. Visit [our website](#) and select Help & Support to find out more.

### Customer Services

For any questions that can't be answered online, call Customer Services using the details below.

### Complaints

We have a robust complaints process in place that records and monitors all complaints and adheres to the FCA complaint handling procedures. We record all feedback to make sure we capture all issues, not only official complaints. If you have any complaints please initially contact us at [customerexperiencecomplaints@aegon.co.uk](mailto:customerexperiencecomplaints@aegon.co.uk).

If you're contacting us by email please remember not to send any personal, financial or banking information because email is not a secure method of communication.

### How to contact us

Visit: [cofunds.aegon.co.uk](https://cofunds.aegon.co.uk)

Call: 0345 604 4001

Telephone lines are open Monday to Friday 8.30am to 5.30pm. Calls may be recorded for training and quality purposes. Calls charges will vary.

