



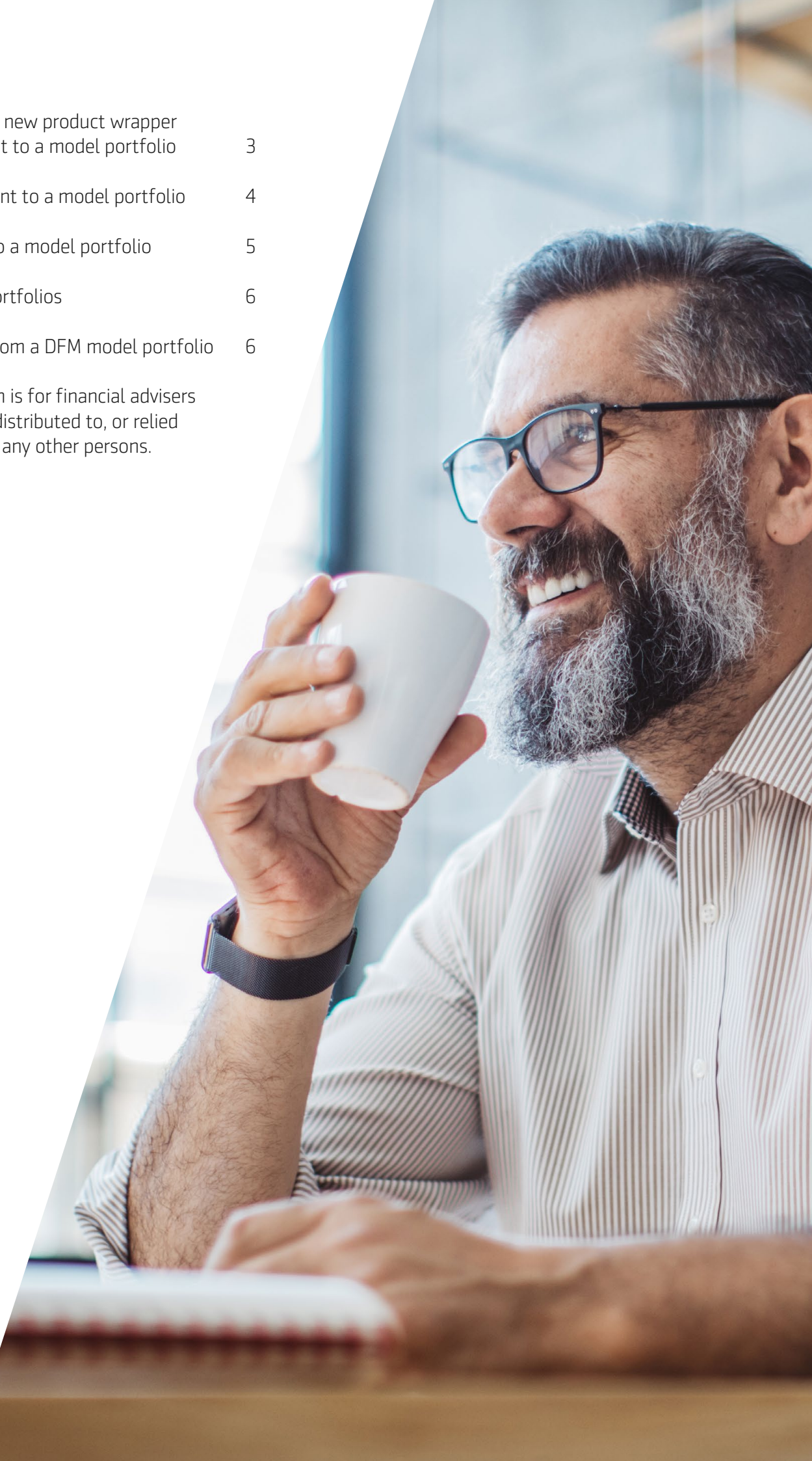
For financial advisers only

Adding and removing clients to or from DFM model portfolios

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This communication is for financial advisers only. It mustn't be distributed to, or relied on by customers or any other persons.



Link a new client or new product wrapper for an existing client to a model portfolio

The following steps start during an online product application on Aegon Retirement Choices (ARC) or One Retirement. To get started log in to your dashboard and start a new product application for your client.

Important information

We can only accept instructions to link clients to DFM model portfolios between the hours of 7.00am to 10.00pm. If you submit an instruction outside of these hours it won't place successfully and you'll need to resubmit the instruction during the timeframe listed.



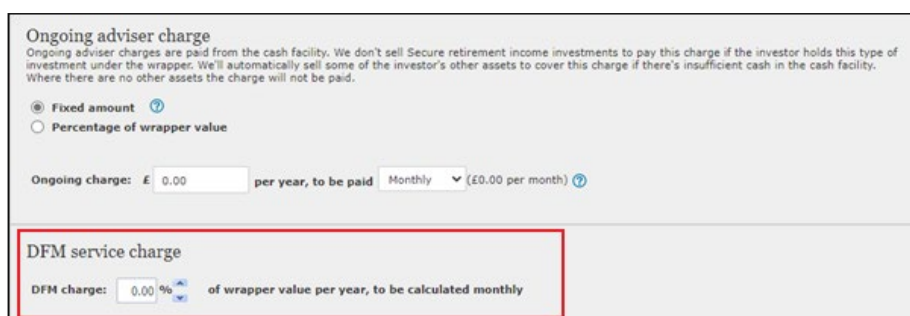
Asset selection
Add the assets and how much should be invested in each one.

The value of investments may go down as well as up and an investor may get back less than they invested.

+ Add assets + Add model portfolio

At **Asset selection** select **Add model portfolio**, and you'll see a list of all the model portfolios you have access to, including any DFM model portfolios. If you don't have access to the required DFM model portfolio, please contact the DFM in the first instance.

We automatically apply the model portfolio allocation from the date of the quote to any transfer payment we subsequently receive. To ensure your client is invested in the correct version of the model portfolio (as there may have been a rebalance in the period between quote and receipt of the transfer payment), submit an ad hoc rebalance instruction when we receive the transfer (see **Latest state updates** in the **Home** screen to check when we've received it) – you can complete this within **Investor model portfolio maintenance**, which you access from the **Home** screen.



Ongoing adviser charge
Ongoing adviser charges are paid from the cash facility. We don't sell Secure retirement income investments to pay this charge if the investor holds this type of investment under the wrapper. We'll automatically sell some of the investor's other assets to cover this charge if there's insufficient cash in the cash facility. Where there are no other assets the charge will not be paid.

Fixed amount [?](#)
 Percentage of wrapper value

Ongoing charge: £ 0.00 per year, to be paid Monthly (€0.00 per month) [?](#)

DFM service charge
DFM charge: 0.00% of wrapper value per year, to be calculated monthly

On the **Charges** screen enter the DFM charge so that it shows on the illustration.

Link an existing client to a model portfolio

The Home screen displays a navigation menu on the left with the following items: Transactions, Pensions quote and apply, Investments quote and apply, Re-registration, Specialised quotes, Manage model portfolios, **Investor model portfolio maintenance** (highlighted), Research and analysis, Asset selector, CGT reporting tool, Fund charting, Portfolio scanner, Model portfolio evaluator, and Retirement planner. The main content area shows 'Latest status updates' and 'Top 5 clients'.

Reference	Date	Description	Client name	Status	Source
64477443	24/03/2020	New Business	Janice Larson	In progress	Web
64461914	28/02/2020	Top-Up	Janice Larson	In progress	Web
64461595	17/02/2020	New Business	Test PensionCredit	In progress	Web
64458276	06/02/2020	New Business	Matthew White	In progress	Web
64455819	05/02/2020	New Business	Jim Maigton	In progress	Web

Client name	Investor id	Holdings value
Mrs Janice Larson	20273813	£1,443,066.96
Mr Jack Hernandez	20878029	£860,736.16
Mrs Lisa Adams	228825	£702,284.51
Mr Scott Ross	20260868	£437,000.34
Mrs Dorothy Morales	231607	£365,004.61

In the Home screen select **Investor model portfolio maintenance**.

The 'Investor model portfolio maintenance' screen includes a 'Task information' section with the following details:

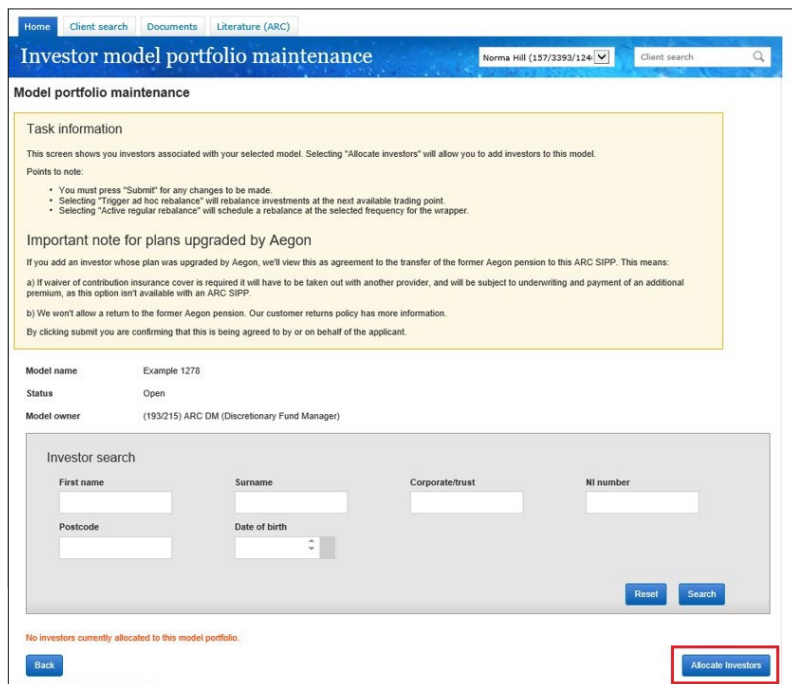
- Model Status:**
 - Draft - The model isn't available for use with investors until submitted.
 - Open - The model is available for use with investors.
 - Closed - The model is closed for use with new investors, but can be updated and rebalanced for investors already linked to it.
 - Inactive - The model is closed and isn't available for use with investors.

Below this is a 'Search model portfolios' section with input fields for 'Model name' and 'Status' (set to 'Open'), and 'Search' and 'Reset' buttons.

Model name	Model owner	Status
Demo Model	Firm Branch - Alex Feldspar	Open
Example	Discretionary Fund Manager - (193/215) ARC DM	Open
Example 1278	Discretionary Fund Manager - (193/215) ARC DM	Open
Model Example 1233	Discretionary Fund Manager - (193/215) ARC DM	Open
Patterson Mills Q3	Firm Branch - Alex Feldspar	Open

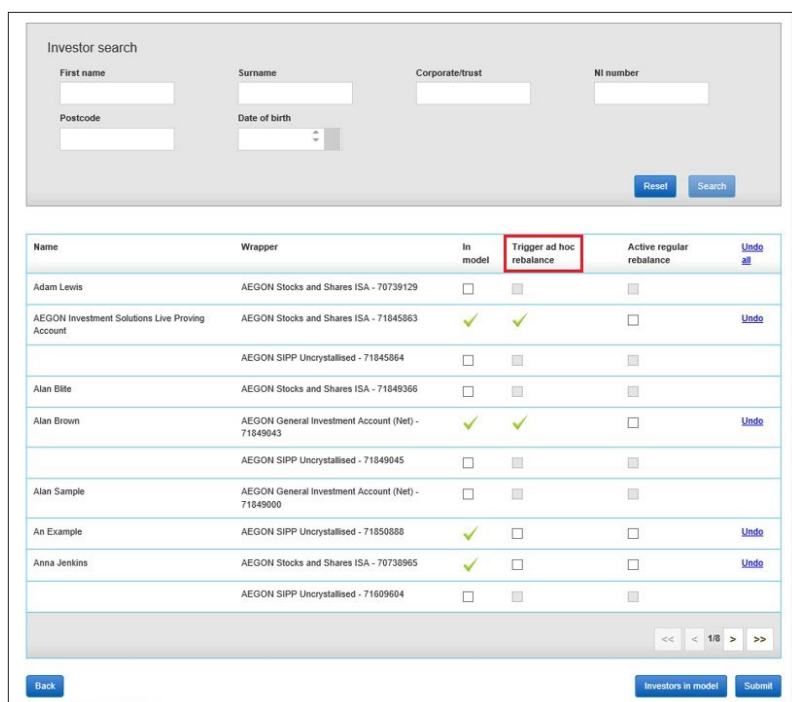
In the **Model name** column select which model portfolio you'd like to allocate clients to or remove them from.

Allocating clients to a model portfolio



If you've already linked clients to the model portfolio you'll see them displayed in the **Model portfolio maintenance** screen.

Select **Allocate investors** to view a list of clients not already linked to the model portfolio.



Name	Wrapper	In model	Trigger ad hoc rebalance	Active regular rebalance	Undo
Adam Lewis	AEGON Stocks and Shares ISA - 70739129	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
AEGON Investment Solutions Live Proving Account	AEGON Stocks and Shares ISA - 71845863	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Undo
	AEGON SIPP Uncrystallised - 71845864	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alan Elite	AEGON Stocks and Shares ISA - 71849366	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alan Brown	AEGON General Investment Account (Net) - 71849043	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Undo
	AEGON SIPP Uncrystallised - 71849045	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Alan Sample	AEGON General Investment Account (Net) - 71849000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
An Example	AEGON SIPP Uncrystallised - 71850888	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
Anna Jenkins	AEGON Stocks and Shares ISA - 70738965	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
	AEGON SIPP Uncrystallised - 71809604	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

To add your client's wrapper to the model portfolio select the **In model** and/or **Trigger ad hoc rebalance** box in the relevant row(s) and select **Submit**.

- **In model** will align your client's wrapper to the model portfolio - their holdings won't be switched.
- **Trigger ad hoc rebalance** will place trades in the selected wrapper into the model portfolio's investment strategy. If your client's wrapper includes an Investment Trust, equity or closed fund, they won't be aligned or rebalanced to the model portfolio.

The **Active regular rebalance** column isn't suitable for DFM models - it creates an automatic regular rebalance which may not keep your client's wrapper aligned to the DFM investment strategy.

It's worth remembering that any existing holdings that applied to your client's wrapper before the wrapper is added to the model portfolio will not automatically rebalance. Once the top up transaction is complete you'll need to carry out another rebalance (by repeating the steps above and selecting **Trigger ad hoc rebalance**), or await the next DFM rebalance to bring those funds into line with the new investment strategy of the model portfolio.

Switching model portfolios

If you're linking a client to a new DFM model with the same DFM or a new DFM, you can follow the process above to link and rebalance. You don't need to unlink the client from the existing model portfolio, linking the client to the new model portfolio will do this. Any future changes to DFM fees will be applied accordingly.

Removing clients from a DFM model portfolio

Model name: Example Model 1
Status: Open
Model owner: Bob Robinson (157/325/1547) ARC (Adviser Account)

Investor search

First name: Surname: Corporate/trust: NI number:
Postcode: Date of birth:

Reset Search

Name	Wrapper	In model	Trigger ad hoc rebalance	Active regular rebalance	Undo all
Hamilton	AEGON SIPP Uncrystallised -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
Aaron J	AEGON SIPP Uncrystallised -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
Cook	AEGON SIPP Uncrystallised -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
Andrea	AEGON SIPP Uncrystallised -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Black	AEGON SIPP Uncrystallised -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Back Allocate Investors Submit

To remove a client from a model portfolio remove the tick from the **In model** column in the relevant row and select **Submit**.

Model name:
Status: Open
Model owner: (193/215) ARC DM (Discretionary Fund Manager)

Investor search

First name: Surname: Corporate/trust: NI number:
Postcode: Date of birth:

Reset Search

Name	Wrapper	In model	Trigger ad hoc rebalance	Active regular rebalance	Undo all
AEGON Investment Solutions Live Proving Account	AEGON Stocks and Shares ISA -	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Undo
Brown	AEGON Stocks and Shares ISA -	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Back Allocate Investors Submit

A message will appear to show the request has been submitted. You'll then return to the **Investor model portfolio maintenance** screen.

The change may take up to ten minutes to update on the **Investor model portfolio maintenance** screen.

Please note that any agreed DFM fees will also be removed for the client moving forward.