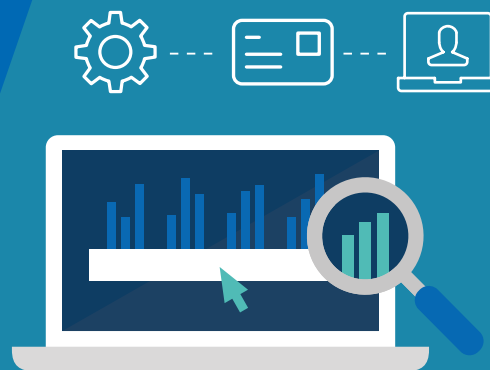


How do I... set up regular contributions online for existing clients?



This guide shows you how to set up regular contributions online on the Aegon Platform for your existing client's general investment account (GIA) and/or ISA.

Set up regular contributions online

- 1 From the client summary screen choose which GIA or ISA you want to set up a regular contribution for and select **View and manage**.

A screenshot of the 'General Investment Account' summary screen. The account name 'General Investment Account' is at the top left. Below it, the balance '£301,064.80' is displayed in large blue text. Underneath the balance, it says 'Includes cash of: £95.21'. At the bottom left, the account identifier 'Aegon - 80593667' is shown. On the right side, there are three buttons: 'View and manage' (highlighted with a red box), 'Top up', and 'Switch'. Below the 'View and manage' button is a link that says 'Help with this product' with a question mark icon.

- 2 Select the **Regulars** tab and then select **Manage regulars**.

A screenshot of the 'Regulars' tab in the Aegon Platform. At the top, the balance '£0.00' is shown. Below it, 'Includes cash of: £0.00' and 'Valuation date: 10 February 2020' are displayed. The account identifier 'Aegon - 80950121' is at the bottom left. A blue banner at the bottom of the summary section says 'Every client has a GIA. Find out why.' with a link icon. Below this is a disclaimer: 'The total value of your client's product can fall as well as rise and isn't guaranteed. We base the valuation on the last available price of the funds held.' A horizontal tab bar is visible with options: 'Overview', 'Income distribution', 'Transactions', 'Documents', 'Intermediary charges', and 'Regulars' (which is selected and highlighted with a red box). Below the tabs, a message states: 'Your client doesn't currently have a regular contribution or withdrawal set up. If you want to set up a regular contribution or withdrawal, you can do this by managing their regulars below.' At the bottom right, there is a button labeled 'Manage regulars' (highlighted with a red box).

3 Select Set up regular contribution.

Manage regulars

Mr A A (31213300)

Return to product summary

Regular contribution

Your client doesn't have a regular contribution set up.

[Set up regular contribution](#)

Regular withdrawal

Your client doesn't have a regular withdrawal set up.

[Set up regular withdrawal](#)

4 Confirm if your client is habitually resident in the United Kingdom and if your relationship is Discretionary or Advisory.

Enter the monthly contribution **Amount** and a **Monthly collection date**. If you're setting up the regular contribution for a GIA, we'll also ask you to confirm the **Source of wealth** for your client. Enter the details and select **Next**.

Is your client habitually resident in the United Kingdom (UK)?

[Yes](#) [No](#)

Your client's address must be in the UK and reasonably appear to be their residential address with no evidence suggesting it isn't.

Client relationship

[Discretionary](#) [Advisory](#)

Advisory is where your client has to agree to investment decisions you may recommend. Discretionary is where you can make investment decisions on their behalf. If you're carrying out execution only business select advisory.

Contributions

Amount

Minimum monthly contribution is £1.00

Monthly collection date

Select the day of the month (between 1st and 28th) that we'll collect the contribution from your client's bank account. It takes 10 calendar days to set up the first collection.

[Next >](#)

Help and support

[Can I change the direct debit details for my client's regular contributions online?](#)

[Why does updating my client's regular contribution investment strategy switch off auto-rebalancing?](#)

[What do you mean by habitually resident in the UK?](#)

[View all support and documents](#)



Handy hint

If you choose a collection date that's within 15 working days, we'll take the first collection the following month. In this circumstance we'll contact you to make sure this collection date is suitable and where possible offer you the earliest date we can.

5

Confirm the advice basis for the transaction, and view and manage your client's regular contributions' investment strategy. Here you can **Add asset** or **Add cash allocation**.

Advice basis

What is the advice basis of this transaction?

Advised Non-advised

Regular contributions investment strategy

Here you can view and manage your client's regular contributions' investment strategy.

Fund

% allocation only

+ Add asset

+ Add cash allocation

Do you want to make this your client's default investment strategy?

No **Yes**

We'll update any rebalancing to the new investment strategy shown here. This means we'll sell any existing funds not in this investment strategy at the next rebalancing date.

< Back

Next >



Handy hint

If you update your client's default investment strategy we'll update any rebalancing requests to the new investment strategy.

If your client has rebalancing set up, we'll sell any existing funds not in the new default investment strategy at the next rebalancing date.

Next you have the choice to add an initial adviser charge. Select to take the charge **From contribution** or **On top of contribution**. Select **Add**.

Initial adviser charge

We can take the initial adviser charge (IAC) from the client's contribution or they can pay it on top of their contribution.

If the client wants to pay the IAC on top of their contribution they'll pay an additional amount, equal to the IAC, into their general investment account (GIA).

The amount we invest in their GIA will be their contribution amount and we won't take the IAC off the amount we invest.

Source for initial adviser charge

From contribution

On top of contribution

^ Add initial adviser charge on regular contribution of £100.00 each month

Calculation method

Monthly charge

Total charge

Type

Percentage

Fixed amount

Is the charge subject to VAT?

Yes

No

Percentage

3.00

%

Must be between 0% and 100.00%

Number of months payable

12

Must be between 1 and 36 months

Cancel

Add

The initial adviser charge will be £36.00 paid as 12 monthly instalments of £3.00 and isn't subject to VAT. We'll delay payment if your client doesn't have enough money in their product to cover this.

To complete the payment details, confirm if your client is present or not. If your client is present they can either complete a direct debit instruction online or by paper. If your client isn't present you'll need to complete a paper direct debit instruction at the end of the application and return it to us. Select **Next**.

Payment details

Monthly contributions of £100.00

Is your client present?

Yes

No

How does your client want to complete the Direct Debit Instruction?

Online

Paper

Is your client the payer, the bank account holder, and the only person required to authorise debits from the bank account?

Yes

No

Bank account details

Add bank account details

We'll validate the bank details after you submit this request. If we require further evidence we'll contact you.

Account name

Account number

Sort code

Building society roll number

< Back

Next >

- 8 Now the documents should generate successfully and you can choose to **Download all**. You'll also find supporting documents, including a link to the Direct debit instruction form if you opted to complete a paper instruction in step 7. Select **Next**.

Documents

Documents are in Portable Document Format (PDF)

Documents generated successfully [Download all](#)

Quotes

[Illustration - additional regular contributions](#)

Supporting documents

[Direct debit instruction](#)

[Aegon Platform terms and conditions](#)

[Key features](#)

[Entity self-certification declaration](#)

[< Back](#) [Next >](#)

- 9 Check your client's details and select **Next**.

- 10 You'll then see a summary of the regular contribution instruction. Select **Next**.

- 11 Complete the declaration on behalf of your client. Then, if everything is correct, submit the instruction.

- 12 You'll then see the request reference number and a copy of the documents generated as part of this process. Select **Exit manage regular contributions** to return to your dashboard.

Questions and answers

❓ Can I change or cancel my client's regular contributions online?

Yes. View your client's **Product summary** screen and select the **Regulars** tab. You can't make changes to a regular contribution 10 calendar days before a collection and three working days after the next collection date. You can cancel a regular contribution online up until two business days before the collection date.

❓ Why does updating my client's regular contribution investment strategy switch off auto-rebalancing?

If your client has regular contributions that aren't invested in line with the new default investment strategy we'll switch off rebalancing. This is to prevent the regular contribution assets being sold and switched into the default investment strategy.

❓ Why can't I set up regular contributions when I top up my client's ISA or GIA?

You can only set up regular contributions from your client's product summary screen.

❓ Can I manage regular contributions for my client's Junior ISA online?

No. To manage regular contributions on your client's Junior ISA, you need to complete our [Junior investment ISA monthly savings amendment form](#).

If you have any questions speak to your usual Aegon contact or visit [our website](#).