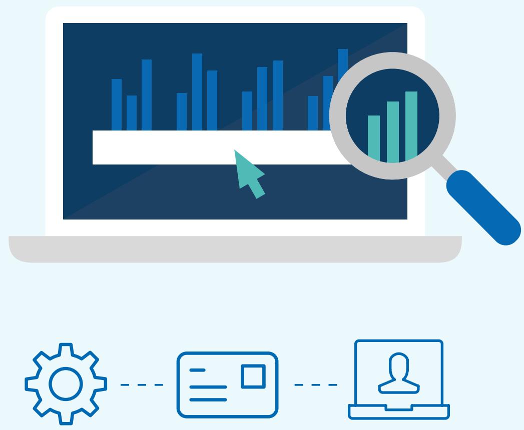
For financial advisers only

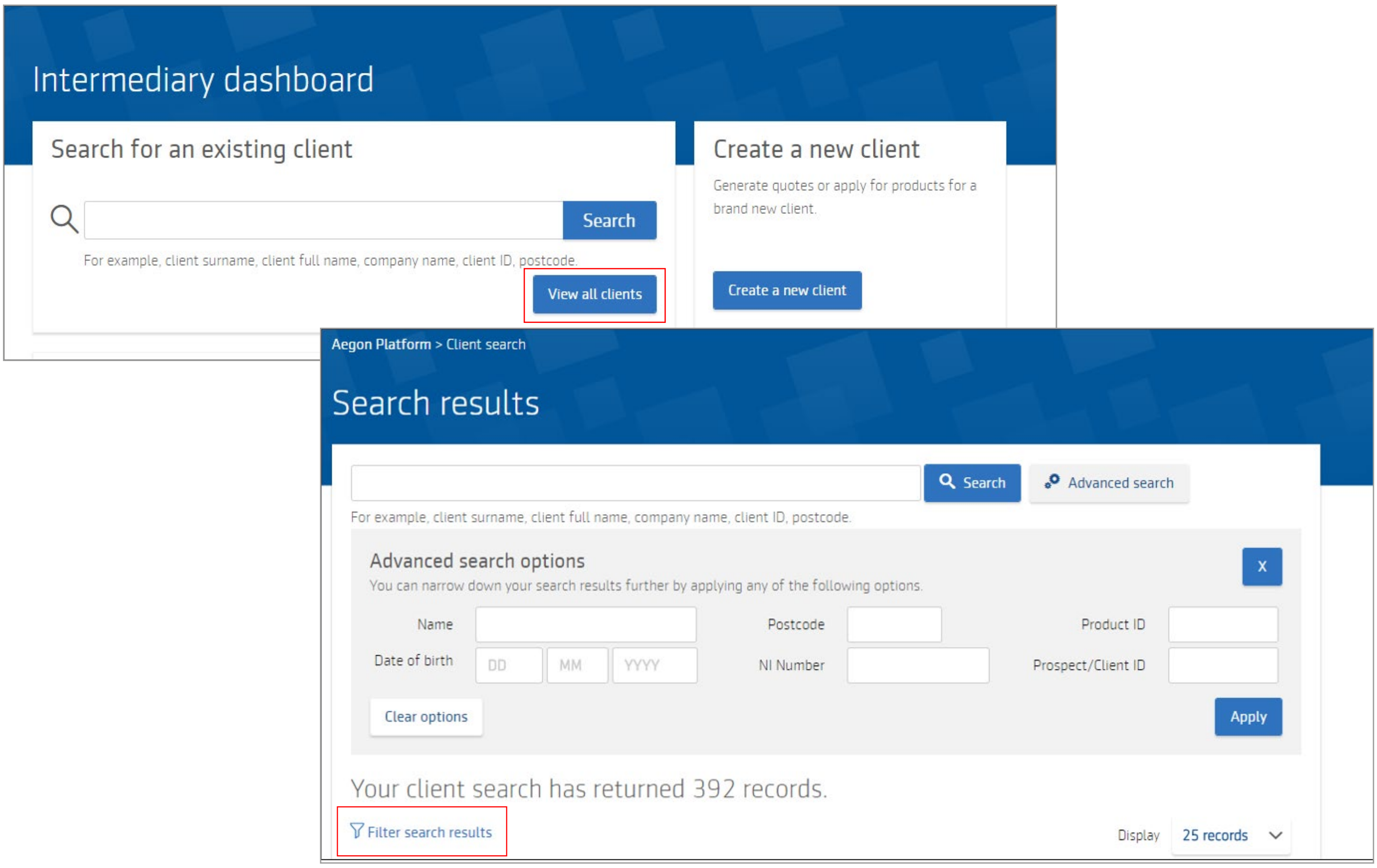
How do I… switch funds?



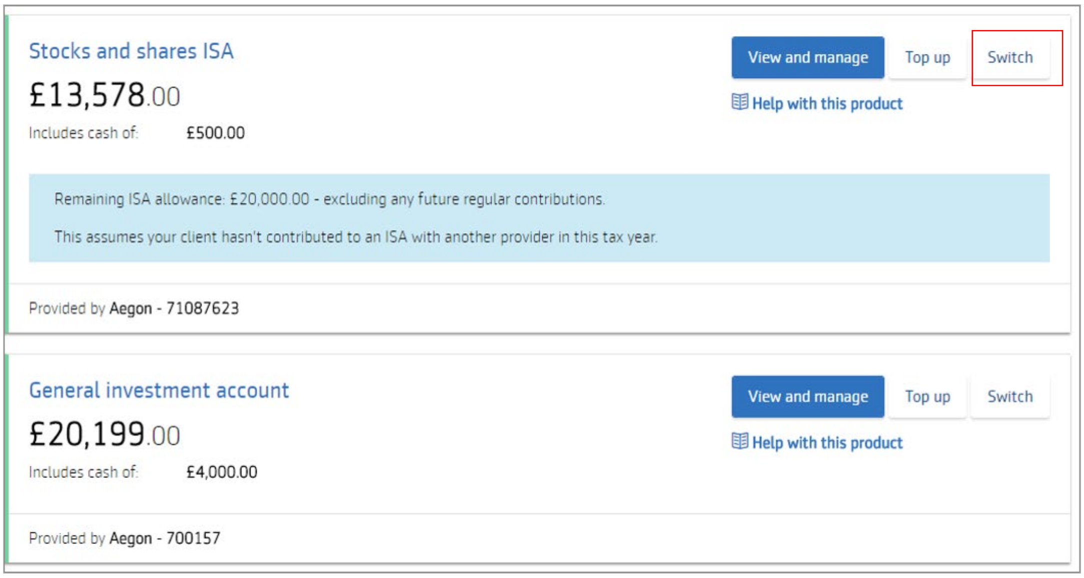
Switching funds on the Aegon Platform is easy to do and fully online – this guide shows you what you need to do.

Switch funds

1. From your dashboard, enter the key client details into the search bar. Or, select **View all clients** and use the **Advanced search** or **Filter search results**.



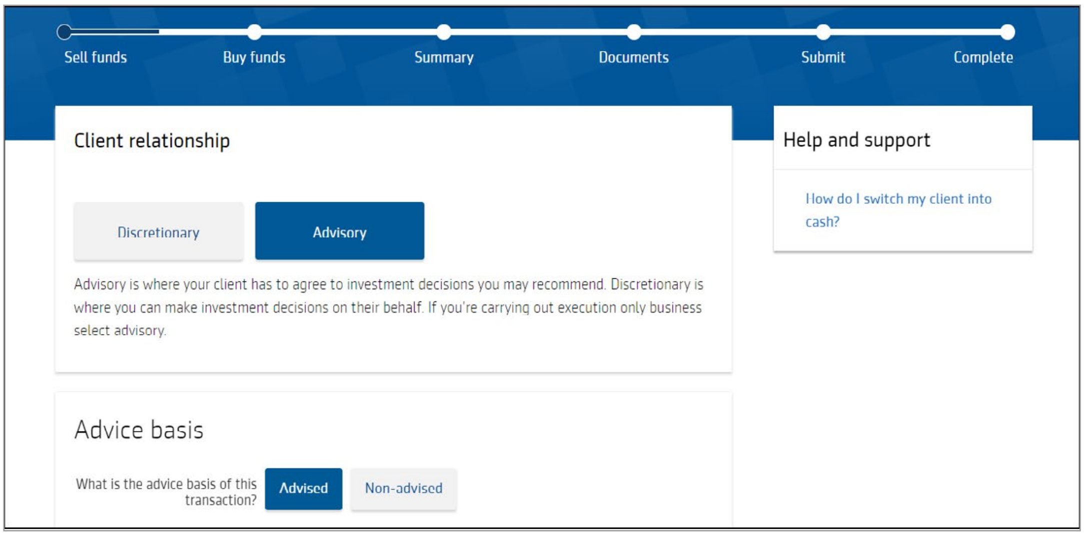
2. Select **Switch** from the relevant product in the **Client summary**.



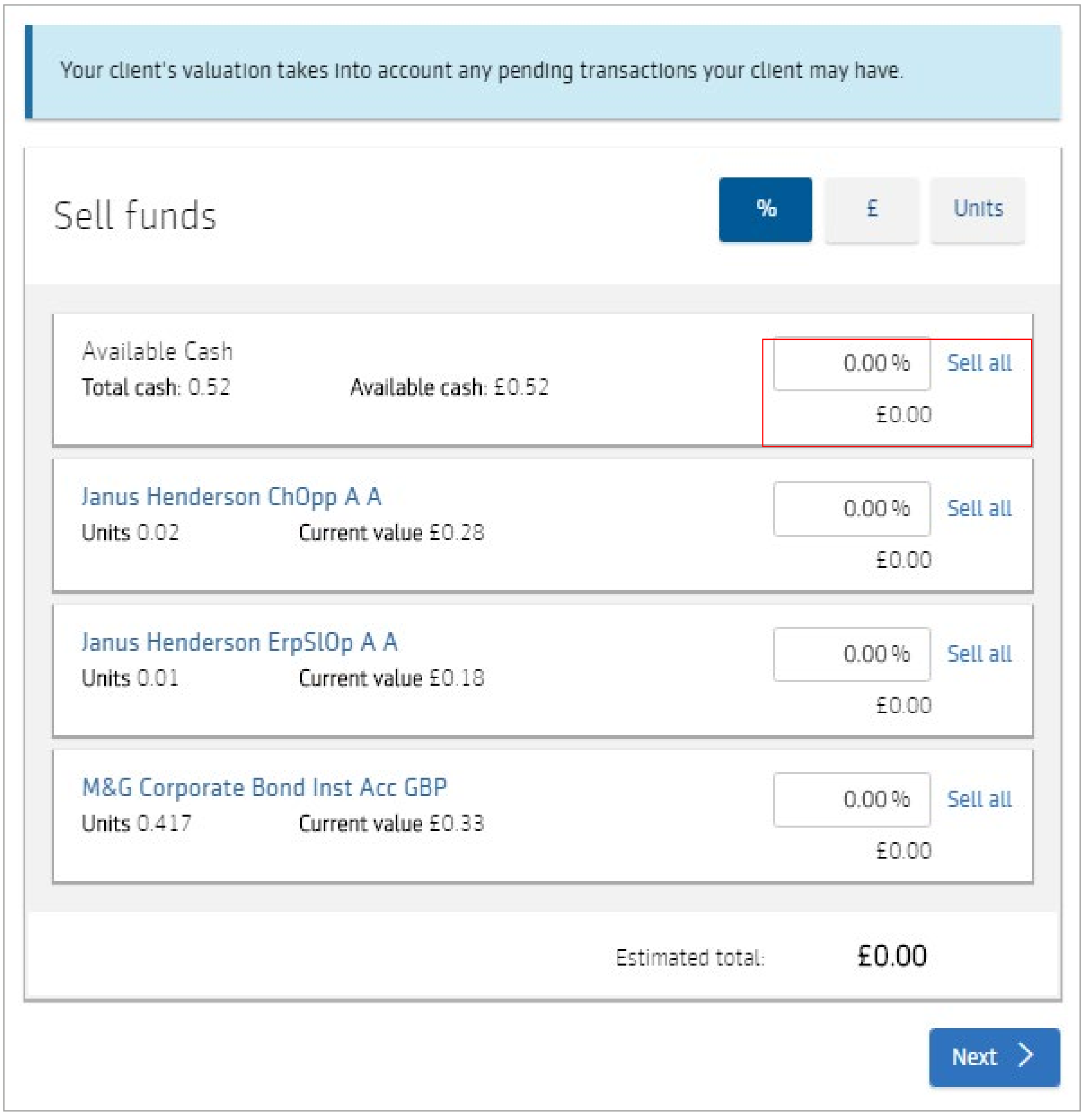
Handy hint

You'll also see the option to Switch in the Product summary. Select View and manage next to the product name to access the product summary.

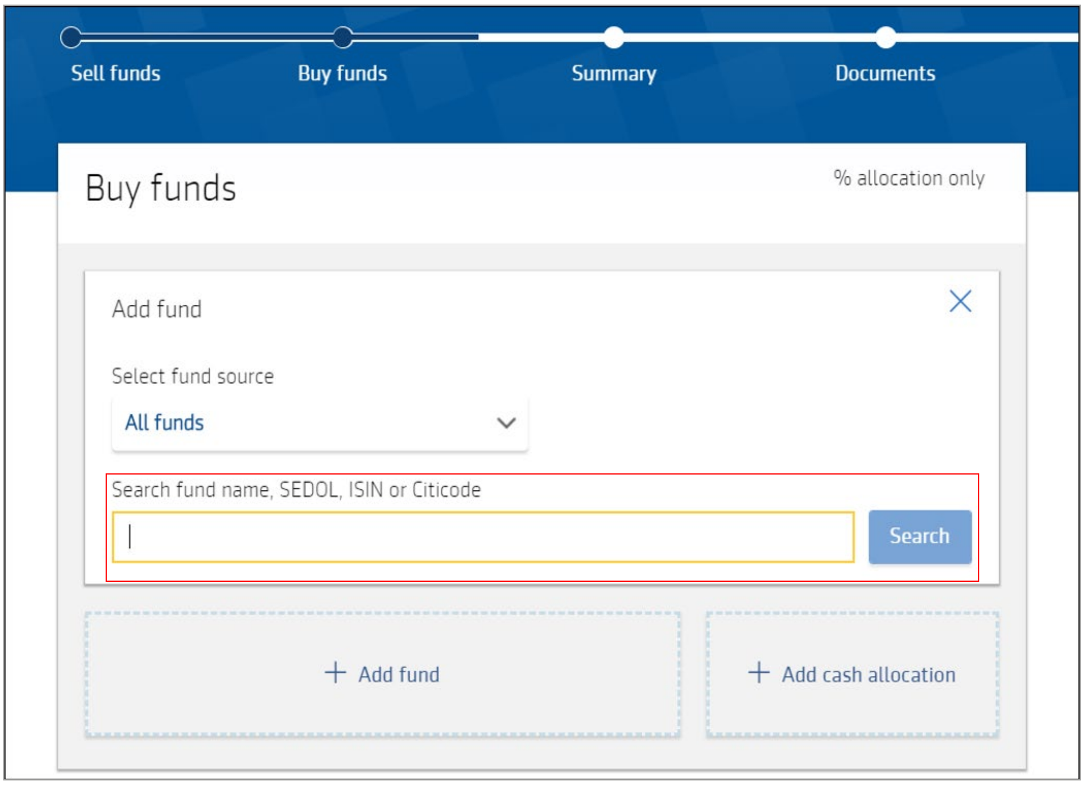
3. We'll now ask you to confirm the client relationship and advice basis. Highlight either **Discretionary** or **Advisory**, and **Advised** or **Non-advised**.



4. Select the funds you want to switch from (sell). Toggle between the tabs to enter a percentage, a monetary amount or number of units. Or choose **Sell all**.



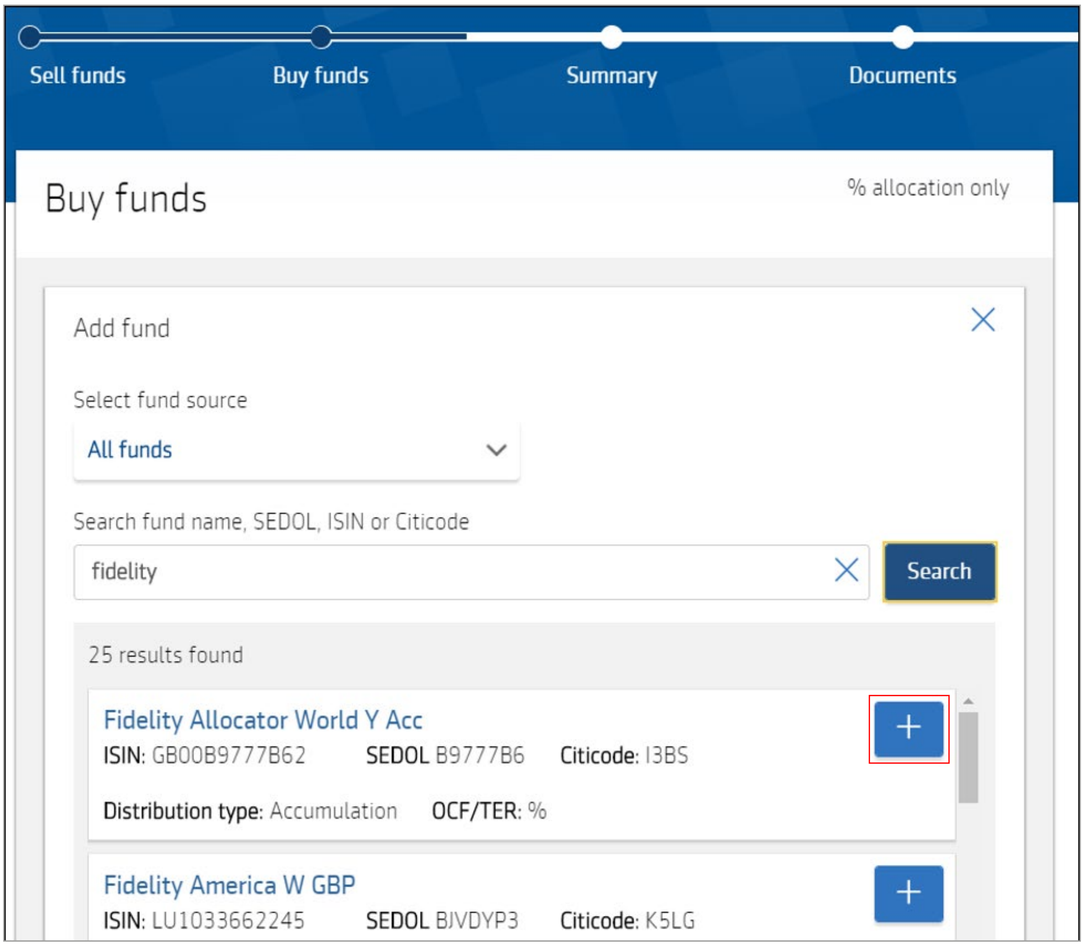
5. Now choose the funds you'd like to switch in to (buy). You can search for funds using part of the fund name, SEDOL, ISIN or Citicode.



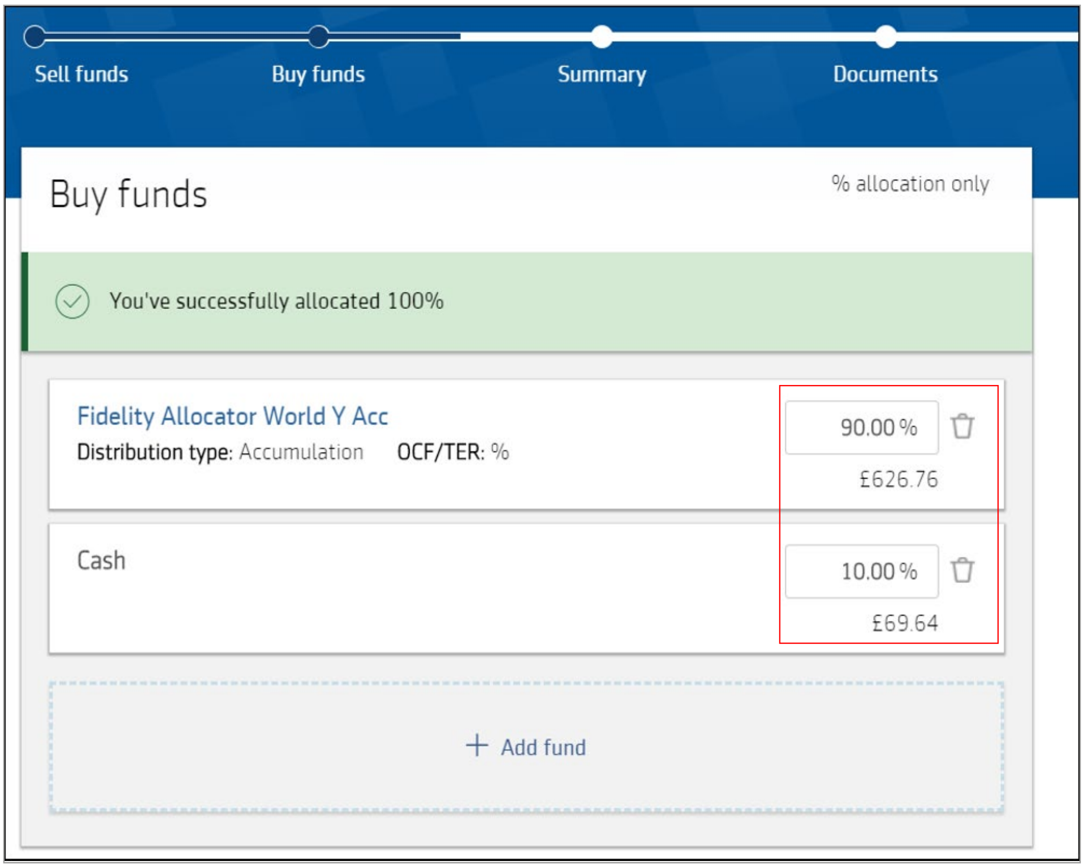
Handy hint

If a fund doesn't appear it means that fund isn't currently available to trade through the Aegon Platform.

6. Use the plus icon next to the fund to add the ones you want to switch in to (buy).



7. Next, allocate how you want to split the total amount you're switching from (selling) to the funds you're switching in to (buying).



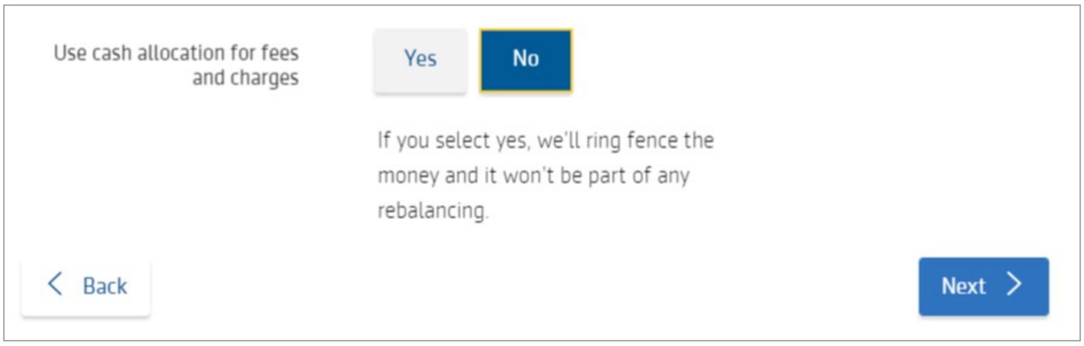
Handy hint

You may also want to switch (sell) part of a fund, or all of a fund to cash for:

- Income
- Ongoing fees
- Withdrawals – especially if you want to sell 100% of a fund

8. If you do choose to allocate to cash, you'll need to confirm how the cash should be used by selecting either **Yes** or **No**.

   If you select **Yes** we'll ring fence the cash. This means the amount won't be available to pay income, fund withdrawals or ad hoc adviser charges. Select **Next**.

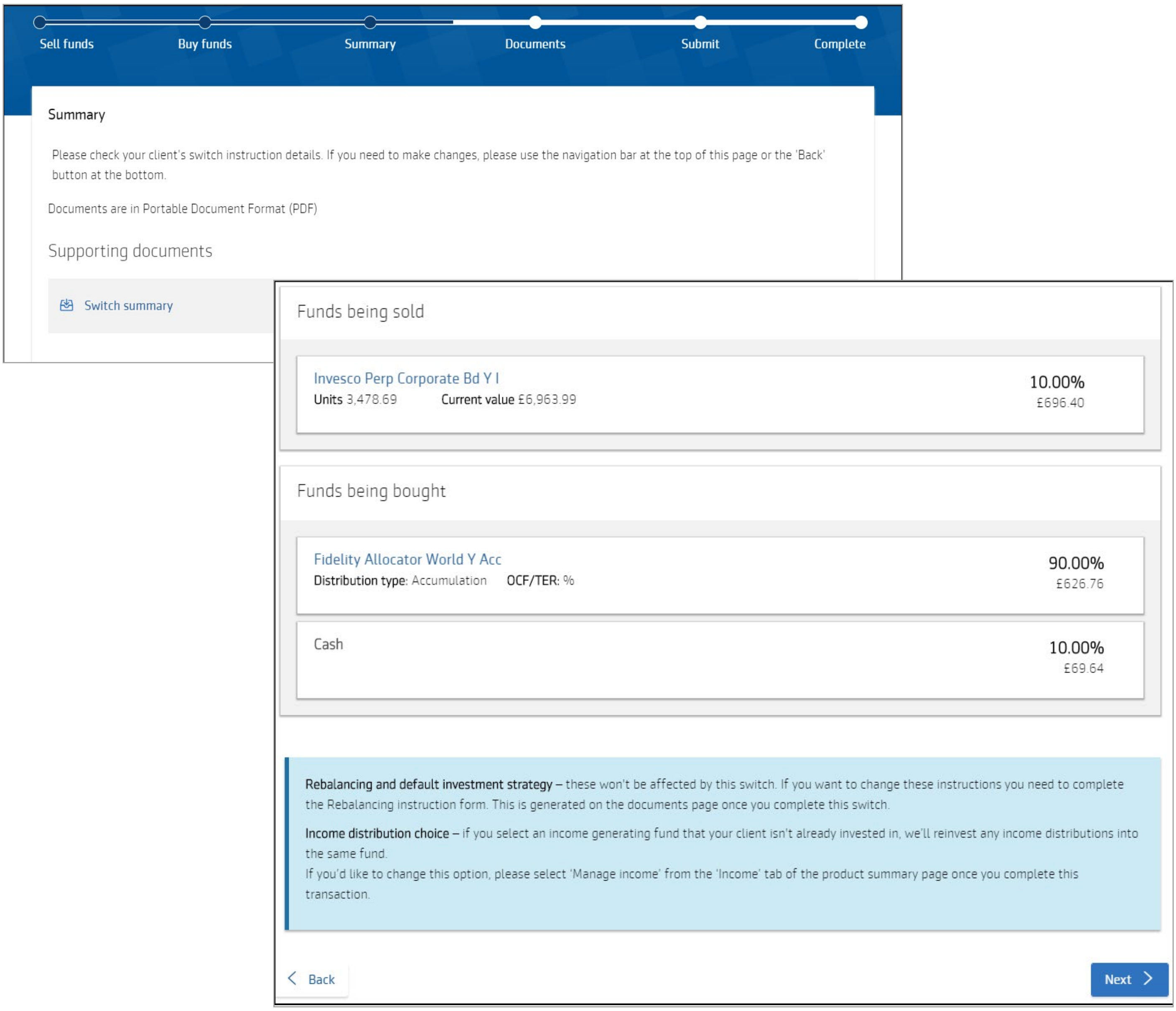


Handy hint

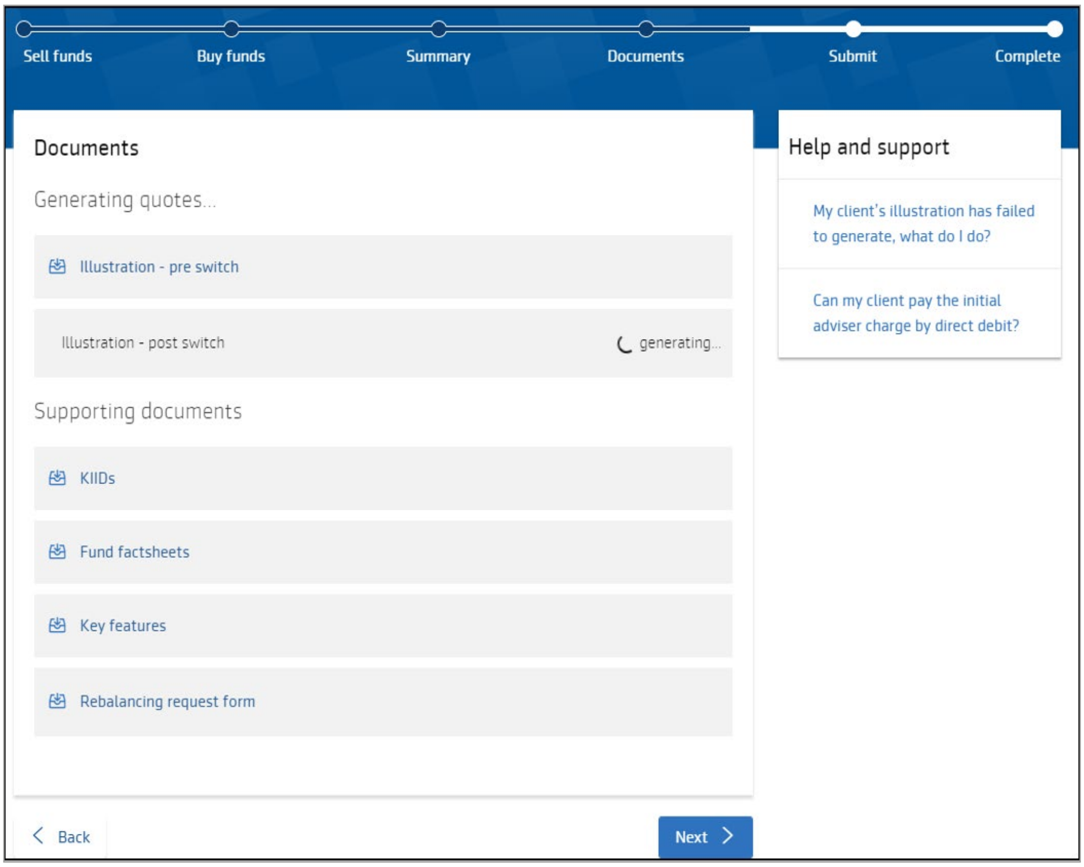
If you select an income generating fund that your client isn't already invested in, we'll reinvest any income distributions into the same fund.

To change this option, you'll need to complete and send us the Change to product details form.

9. Check the **Switch summary** to make sure the details are correct. If the details are correct, select **Next** to proceed. Navigate back if you need to change any details.



10. You'll now see the generated pre and post switch illustrations, key investor information documents (KIID), fund factsheets and key features.



11. Select **Next** to complete the online declaration and submit the switch instruction.

12. Once you've submitted the instruction you'll go to the **Complete** screen where we'll give you a deal reference. Make a note of this as you may need it if you contact us about the transaction. Now you can return to your dashboard.

If you require any further support please visit aegon.co.uk/support