For financial advisers only

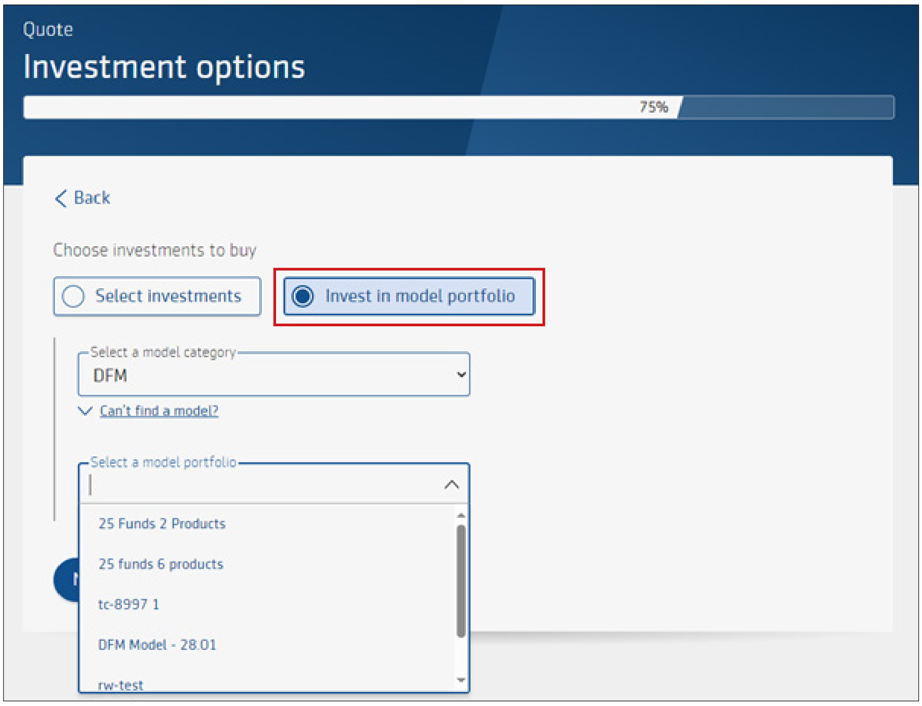
Adding and removing clients to or from DFM model portfolios

Contents

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

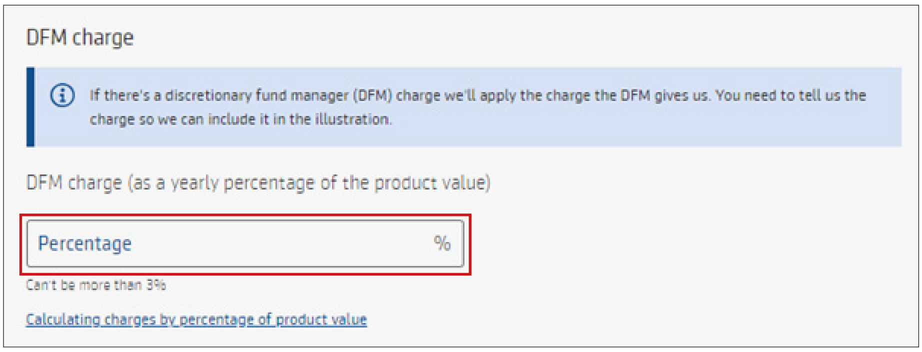
Link a new client, or a new product for an existing client, to a model portfolio

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, for a new client select **Add new client**, for an existing client go to the **Client summary** and select **Buy product**.



At **Investment options** select **Invest in model portfolio** select **DFM** from the **Select a model category** you'll then be able to search for the required model portfolios you have access to. 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 status updates**, which you can access from the **Client summary**, to check when we've received it) – you can complete this within **Investor model portfolio maintenance**, which you access from **Your dashboard**.

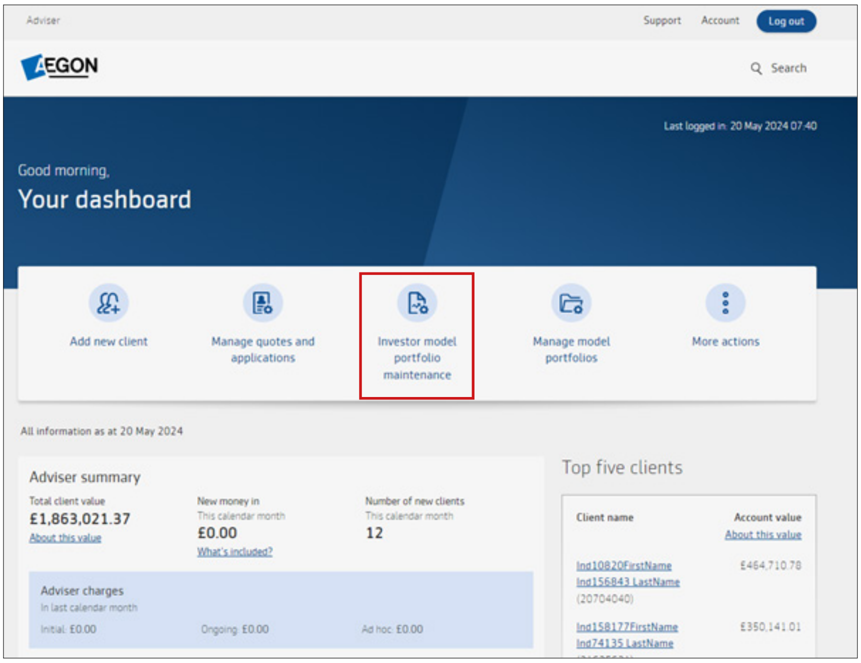


On the **Charges** screen enter the DFM charge so that it shows on the illustration.

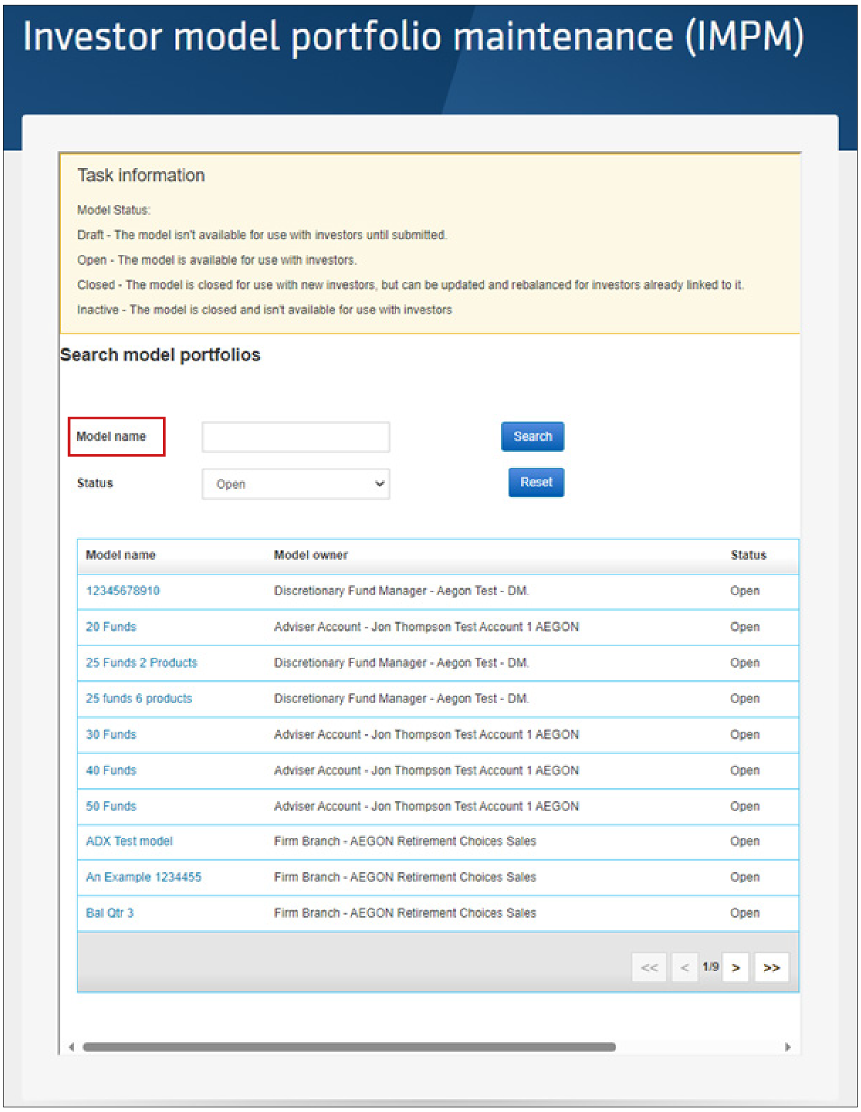
Link an existing client to a model portfolio

Important information

We can only accept instructions to link clients to DFM model portfolios between the hours of 7.00am and 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.

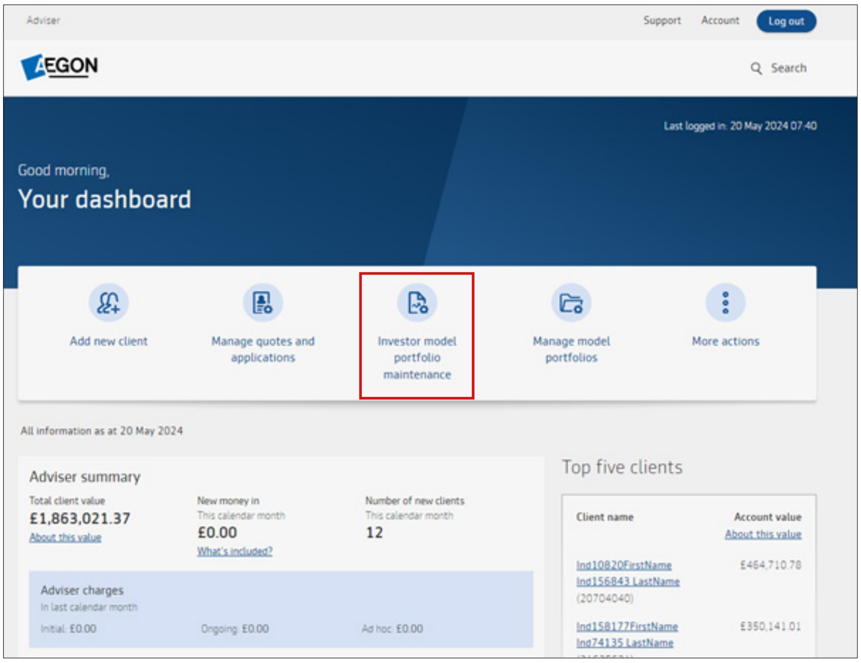


On **Your dashboard** select **Investor model portfolio maintenance**.

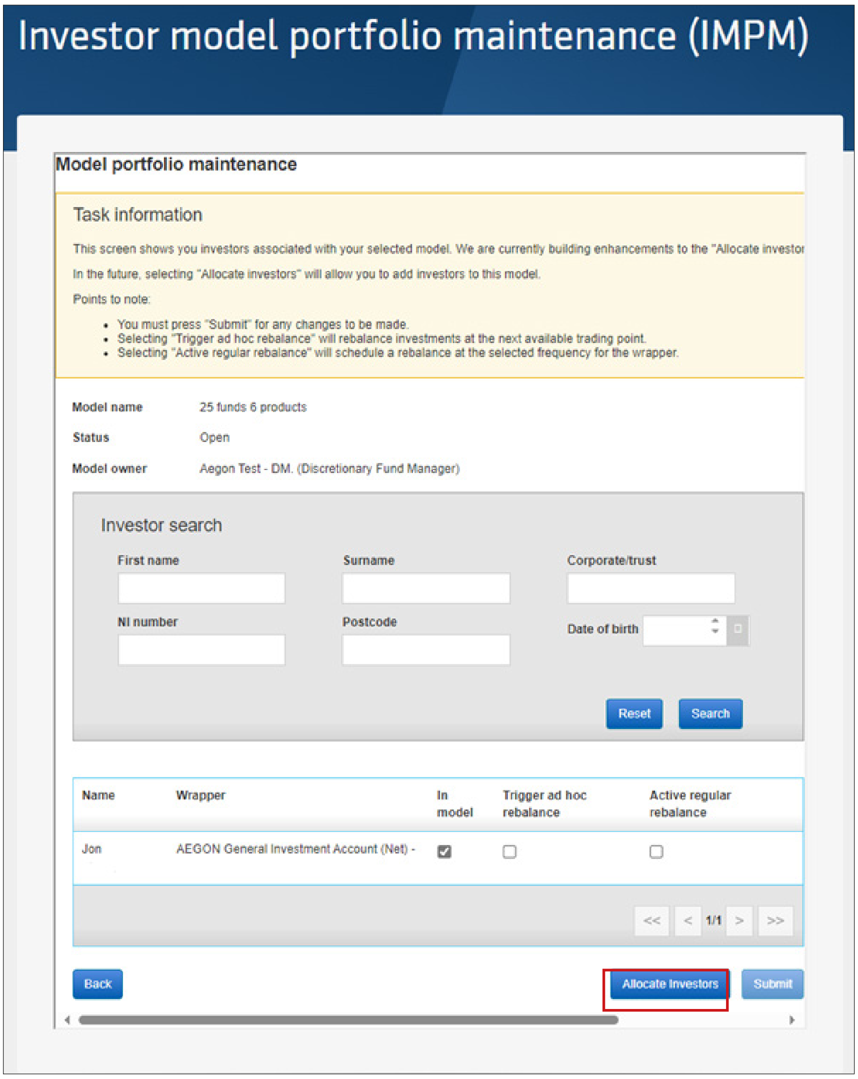


In the **Model name** column select which model portfolio you'd like to allocate clients to or remove them from.

Allocating clients to a model portfolio

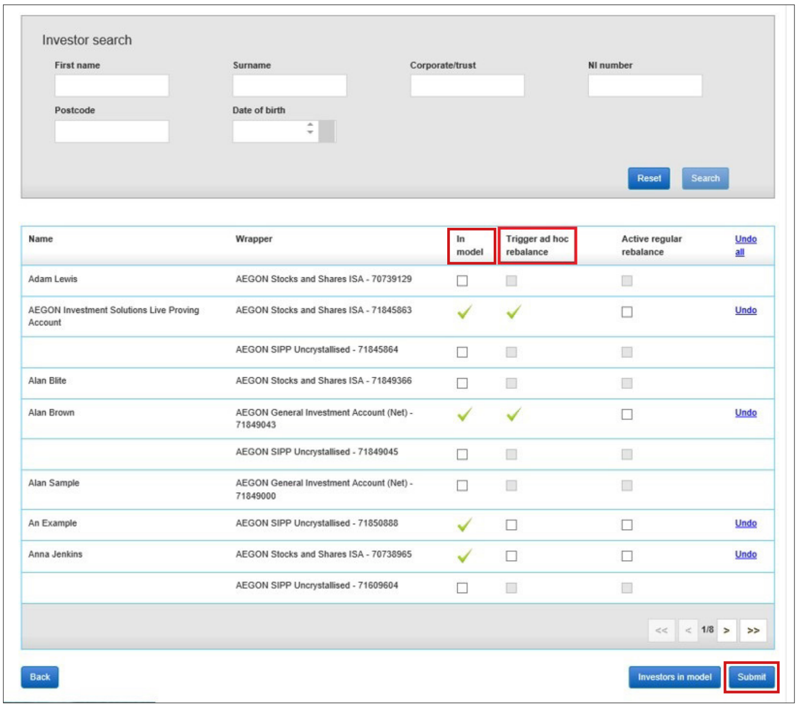


On **Your dashboard** select **Investor model portfolio maintenance**.



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.



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

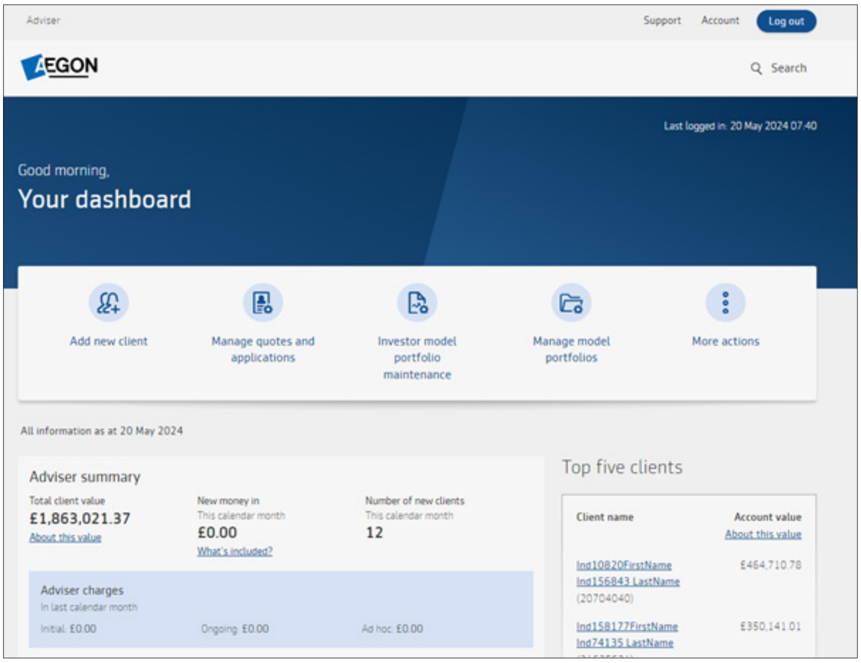
The **Active regular rebalance** column isn't suitable for DFM models - it creates an automatic regular rebalance which may not keep your client's product aligned to the DFM investment strategy.

It's worth remembering that the amount invested in your client's product before you add it to the model portfolio won't automatically rebalance without the **Trigger ad hoc rebalance** option selected.

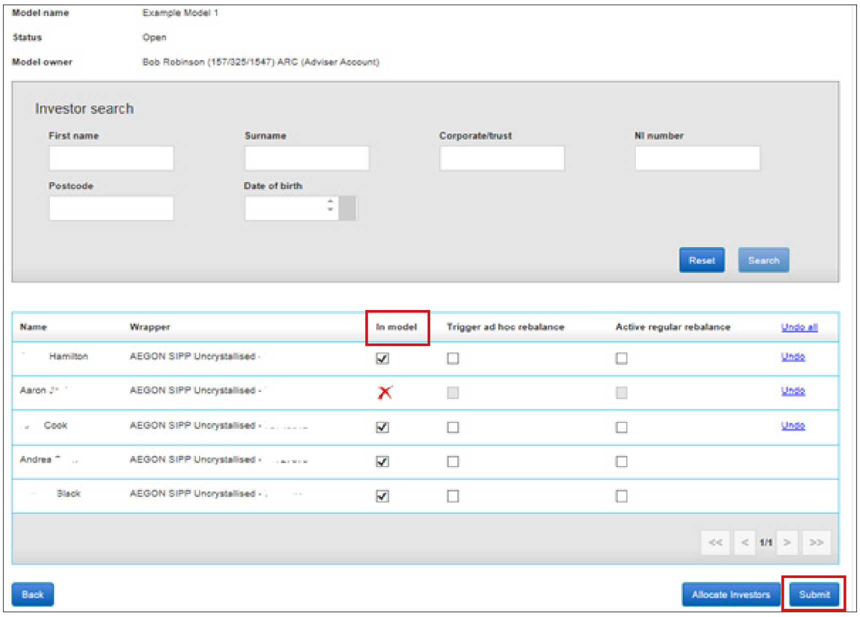
Switching model portfolios

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



On **Your dashboard** select **Investor model portfolio maintenance**.



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