



For financial advisers only

Managing adviser charges

Aegon Retirement Choices and One Retirement



Managing adviser charges

This guide explains how to:

- set up, amend or check **ongoing adviser charges** for your Aegon Retirement Choices (ARC) and One Retirement clients, and
- set up or view any **ad hoc adviser charges** set on your clients' accounts.

The screens shown are for demonstration purposes only.



Client search

Log into your account and find your client, our Using ARC and One Retirement guide shows you how to do this.

Once you've logged in, you'll see **Home** at the top left.

Search for a client under **Client search**. You can search by:

- First name
- Surname
- National Insurance (NI) number
- Postcode, or
- Date of birth.

Once you've found the client you want, select **client summary**.

The screenshot displays the AEGON client search interface. At the top, there is a navigation bar with tabs: Home, Client search, Documents, MI reports, and Literature (ARC). The 'Home' tab is selected and highlighted with a red box. To the right of the navigation bar is a search bar labeled 'Client search' with a magnifying glass icon, also highlighted with a red box.

Below the navigation bar, the 'Home' page is visible. It includes a sidebar with links: Transactions, Pensions quote and apply, Investments quote and apply, Re-registration, Specialised quotes, Manage model portfolios, Investor model portfolio maintenance, Research and analysis, Asset selector, CGT reporting tool, Fund charting, and Portfolio scanner. The main content area shows an 'Adviser charges summary' table with columns 'Charge type' and 'Amount'. To the right is a 'Total investments' table with rows for 'Value of holdings: £11.25', 'New business this month: £0.00', and 'New clients this month: 1'. Below these is a 'Latest status updates' table with columns: Reference, Date, Description, Client name, Status, and Source. The table contains three rows of data, all with 'In progress' status and 'Web' source.

Below the 'Home' page, the 'Client search' page is shown. It has a search bar labeled 'Client search' with a magnifying glass icon. Below the search bar are input fields for: First name (Alison), Surname, Corporate/trust, NI number, Postcode, and Date of birth (DD/MM/YYYY). A 'Search' button is located to the right of the input fields. Below the search fields is a table with columns: Name, Date of birth, Quotes, Applications, Last updated, and actions. The table contains one row for 'Alison AEGON' with a date of birth of '21/10/1951' and a last updated date of '30/09/2019'. The 'client summary' link in the actions column is highlighted with a red box. There is also a 'Show' dropdown menu set to 'All' and pagination controls at the bottom right.

Client summary

Client summary will then appear.

From here, select the correct wrapper shown under **Account details**.

For example, **Aegon SIPP Uncrystallised** is selected here.

The screenshot shows the 'Client summary' page for 'Alison AEGON'. The 'Account details' tab is selected. The table displays the following data:

	Value at 23/03/2019	Value at 23/09/2019	Money in	Money out	Change in value	% change
Online assets	£36.47	£11.25	£0.15	£26.26	£0.89	8.59%
Pension	£36.47	£11.25	£0.15	£26.26	£0.89	8.59%
AEGON SIPP Uncrystallised -	£36.47	£11.25	£0.15	£26.26	£0.89	8.59%
AEGON SIPP Drawdown Flexi-access -	£0.00	£0.00	£0.00	£0.00	£0.00	0.00%
AEGON SIPP Uncrystallised -	£0.00	£0.00	£0.00	£0.00	£0.00	0.00%



Ongoing adviser charges

Wrapper summary

Once you've found your client, select the correct wrapper from the client summary under **Account details**.

This will take you to the **Wrapper summary**.

Select **Ongoing adviser charge** under **Transactions**.

Any backdated ongoing adviser charges can also be viewed at the bottom of this page under **Transaction history** –when using this you can only search in 365 day cycles.

Home Client search Documents MI reports Literature (ARC)

Wrapper summary

AEGON Alison

Wrapper summary - Alison AEGON - AEGON SIPP Uncrystallised

Balance as at 23/09/2019

Date: 23/09/2019 Go

Portfolio name	Unit/shares	Price	Value	Current balance %	Default investment strategy %
Cash	0.910000	£1.000000	£0.91	8.09%	0.25%
3I Infrastructure Plc Ord NPV	1.000000	£2.980000	£2.98	26.49%	
Aegon Merian Gbl Strat Bd (ARC) Pn	0.000000	£1.160749	£0.00		5.00%
BMO Priv Eq Tst	1.000000	£3.630000	£3.63	32.27%	
Scot Eq 50/50 CautMgd Clc Pn (ARC)	0.000000	£1.926546	£0.00		50.00%
Scot Eq 60/40 Caut Mgd Clc Pn (ARC)	0.000000	£1.847069	£0.00		20.00%
Scot Eq 70/30 Def Mgd Clc Pn (ARC)	0.000000	£1.768678	£0.00		24.75%
TB Guinness Global Energy I Acc	10.218000	£0.364700	£3.73	33.16%	

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Download report

Transaction history

Transaction type: All transactions

From (DD/MM/YYYY): 01/11/2019 To: 21/11/2019 Go Export data

Date	Transaction	Asset	Unit change	Transaction value
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Ongoing adviser charges

You'll then see the **Ongoing adviser charge** screen. You have three options:

1. Create/update ongoing charge – you'll then set up a new charge or amend the existing charge on the account
2. Leave current ongoing charge unchanged – you'll then see the existing ongoing charge, or
3. Remove existing ongoing charge – this will cancel any previous charge held to the account. You can also do this by updating the ongoing charge to £0.

AEGON
Transform Tomorrow

Ongoing adviser charge - Mrs Annabel AEGON

Ongoing adviser charge

Existing 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.

Ongoing charge	This wrapper does not currently have an ongoing adviser charge
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What do you want to do?

- ☐ Create/update ongoing charge
- ☐ Leave ongoing charge unchanged
- ☐ Remove existing ongoing charge

[Back](#) [Reset](#) [Generate quotes](#)

Setting up a new charge

To set up a new charge, select **Create/update ongoing charge**.

Choose if it's to be a **Fixed amount** or a **Percentage of wrapper value**.

You'll then need to confirm the amount of the new charge each year, and the frequency of payment.

Please be aware that quarterly payments are unavailable.

Now select **Generate quotes**.

The screenshot shows a web interface for setting up a new charge. At the top, a question 'What do you want to do?' is followed by three radio button options: 'Create/update ongoing charge' (selected), 'Leave ongoing charge unchanged', and 'Remove existing ongoing charge'. Below this, the heading 'Create new ongoing adviser charge' is displayed. A red box highlights a selection area containing a question mark icon and two buttons: 'Fixed amount' (selected) and 'Percentage of wrapper value'. Underneath, the 'Ongoing charge' is set to '£ 100 per year'. The 'To be paid' section shows a dropdown menu with 'Monthly' selected, accompanied by a question mark icon and a calculation '(£8.33 per month)'. At the bottom left, there are 'Back' and 'Reset' buttons. At the bottom right, a red box highlights the 'Generate quotes' button.

What do you want to do? ? ☒ Create/update ongoing charge ☐ Leave ongoing charge unchanged ☐ Remove existing ongoing charge

Create new ongoing adviser charge

? **Fixed amount** Percentage of wrapper value

Ongoing charge £ 100 per year

To be paid ? Monthly ▼ (£8.33 per month)

Back Reset **Generate quotes**

Ongoing adviser charges

Complete the **Declaration and submit** page by agreeing to the declaration, then select **Submit**.

Ongoing adviser charge - Mrs Annabel AEGON

[Ongoing adviser charge](#) > [Quote documents](#) > [Declaration and submit](#)

Declaration and submit

Consent to adviser charges

In this declaration 'I/me' means the adviser who is completing this instruction and 'you' means Aegon.

1. I, on behalf of the investor named above (the "Investor"), instruct you to deduct the amount of ongoing adviser charge(s) as set out in this application from the wrapper numbered above (the "Wrapper") and to facilitate the onward payment of the amounts deducted to me. (This includes an instruction to you to stop deducting all ongoing adviser charges from the Wrapper where I have told you to remove the ongoing adviser charges.)
2. I am aware that, where the amount of ongoing adviser charge(s) replaces existing ongoing adviser charge(s) you will deduct the new amount of ongoing adviser charge(s) as set out in this application from the wrapper numbered above (the "Wrapper") and will facilitate the onward payment of the amounts deducted to me. (The new amount concerned will not be the amount of the existing ongoing adviser charge(s) plus the new amount of ongoing adviser charges.)
3. I declare that I have received a completed agreement from the Investor that authorises me to instruct you to deduct the ongoing adviser

includes an instruction to you to stop deducting all ongoing adviser charges from the Wrapper where I have told you to remove the ongoing adviser charges.)

2. I am aware that, where the amount of ongoing adviser charge(s) replaces existing ongoing adviser charge(s) you will deduct the new amount of ongoing adviser charge(s) as set out in this application from the wrapper numbered above (the "Wrapper") and will facilitate the onward payment of the amounts deducted to me. (The new amount concerned will not be the amount of the existing ongoing adviser charge(s) plus the new amount of ongoing adviser charges.)
3. I declare that I have received a completed agreement from the Investor that authorises me to instruct you to deduct the ongoing adviser charges from the Wrapper. I will provide you with a copy of that instruction immediately upon your request to do so.
4. I hereby indemnify you against all claims and all losses together with any interest thereon including but not limited to costs, taxes, tax charges (including but not limited to a scheme sanction charge as described in section 239 of the Finance Act 2004), proceedings, damages, and expenses awarded against or incurred or paid by you under or in relation to the Wrapper through you deducting the adviser charges from the Wrapper, as instructed by me.
5. I am aware that the deduction of the ongoing adviser charges and their payment to me are subject to the provisions of the Terms of Business or Aegon Retirement Choices Terms of Business, as appropriate, that apply to the firm.

☒ I agree to the declaration above and:-

- declare that I have received a written agreement from the Investor that authorises me to instruct you to deduct the ongoing adviser charges from the Wrapper, and
- instruct you to facilitate the payment of adviser charges as I have told you to do.

[Back](#)

[Submit](#)



Ad hoc adviser charges

Wrapper summary

Once you've found your client, select the correct wrapper from the client summary under **Account details**.

This will take you to the **Wrapper summary**.

Select **Ad hoc adviser charge** under **Transactions**.

Any previous ad hoc adviser charge can also be viewed at the bottom of this page under **Transaction history** – when using this you can only search in 365 day cycles.

Home Client search Documents MI reports Literature (ARC)

Wrapper summary

AEGON Alison

Transactions

- Top up
- Maintain investment strategy
- Switch into assets
- Drawdown-Lite
- Drawdown-Pro
- Ad hoc adviser charge**
- Ongoing adviser charge
- Specialised quotes
- Product and investment information
- Preferred retirement age
- Equity trading
- Maintain distribution choices

Research and analysis

- Asset selector
- CGT reporting tool
- Fund charting
- Portfolio scanner

Wrapper summary - Alison AEGON - AEGON SIPP Uncrystallised

Balance as at 23/09/2019

Date: 23/09/2019 Go

Portfolio name	Unit/shares	Price	Value	Current balance %	Default investment strategy %
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Transaction history

Transaction type: All transactions

From (DD/MM/YYYY): 01/11/2019 To: 21/11/2019 Go Export data

Date	Transaction	Asset	Unit change	Transaction value
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Ad hoc adviser charge

You'll then see the **Ad hoc adviser charge** screen.

Select whether the charge will be either a **Percentage** or an **Amount**.

Confirm the **Purpose of the charge** and that the level of remuneration has been agreed with your client.

Ad hoc adviser chargeAEGON Alison

Ad hoc adviser charge - Ms Alison AEGON, AEGON SIPP Uncrystallised

Use this page to add an ad hoc adviser charge to this wrapper. Any existing instruction for an ongoing adviser charge will continue at the existing rate.

This screen **shouldn't be used for offshore bonds**, please use the Wealth Management Portfolio Adviser charge instruction form in the literature library instead.

☒ Percentage ☐ Amount

Ad hoc charge: 0.00 % or £

Purpose of charge: Product wrapper advice ☐ Tick this box to confirm the level of remuneration has been agreed with the client.

Effect of charges illustrations

These illustrations show the effect of taking ad hoc charges:

- **Illustration 1** - **excludes** the ad hoc adviser charge entered above.
- **Illustration 2** - **includes** the ad hoc adviser charge entered above.

Important note for plans upgraded by Aegon
If this transaction goes ahead we'll view this as agreement to the transfer of the former Aegon pension to this ARC SIPP. This means:

- a) If waiver of contribution insurance cover is required it will have to be taken out with another provider, and will be subject to underwriting and payment of an additional premium, as this option isn't available with an ARC SIPP.
- b) We won't allow a return to the former Aegon pension. Our customer returns policy has more information.

By clicking submit you are confirming that this is being agreed to by or on behalf of the applicant.

Submit

Back to wrapper summary

Ad hoc adviser charge

You can now download the illustrations (quotes) by selecting **Effect of charges illustration**.

You're now ready to **Submit**.

We'll pay this out by the next payment run at the start of the following week via FastPay, as long as the value of the charge is in the cash facility.

If cash is not available, a fund switch will be required to ensure cash is available to cover the ad hoc adviser charge.

Home Client search Documents MI reports Literature (ARC)

Ad hoc adviser charge

AEGON Alison

Ad hoc adviser charge - Ms Alison AEGON, AEGON SIPP Uncrystallised

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This screen **shouldn't be used for offshore bonds**, please use the Wealth Management Portfolio Adviser charge instruction form in the literature library instead.

☐ Percentage

Ad hoc charge: 0.00 % or £

Purpose of charge: Product wrapper advice

☒ Tick this box to confirm the level of remuneration has been

Effect of charges illustrations

These illustrations show the effect of taking ad hoc charges:

- **Illustration 1** - excludes the ad hoc adviser charge entered above.
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Important note for plans upgraded by Aegon
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a) If waiver of contribution insurance cover is required it will have to be taken out with another provider, and will be subject to underwriting and payment of an additional premium, as this option isn't available with an ARC SIPP.

b) We won't allow a return to the former Aegon pension. Our customer returns policy has more information.

By clicking submit you are confirming that this is being agreed to by or on behalf of the applicant.

Submit Back to wrapper summary

Your quotes are ready

AEGON SIPP Uncrystallised, Excluding Ad Hoc Charges, Alison AEGON, retire at 70	Download
AEGON SIPP Uncrystallised, Including Ad Hoc Charges, Alison AEGON, retire at 70	Download



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