For financial advisers only

How do I...

Add or remove clients to or from DFM model portfolios?

Use this step-by-step guide to find out how to link clients to, and unlink from, discretionary fund manager's (DFM) model portfolios, assign DFM charges and update a model portfolio.

The steps in this guide apply when you're working with DFM model portfolios for your Aegon Platform clients. To get started sign in to your dashboard and start the transaction you want to carry out.

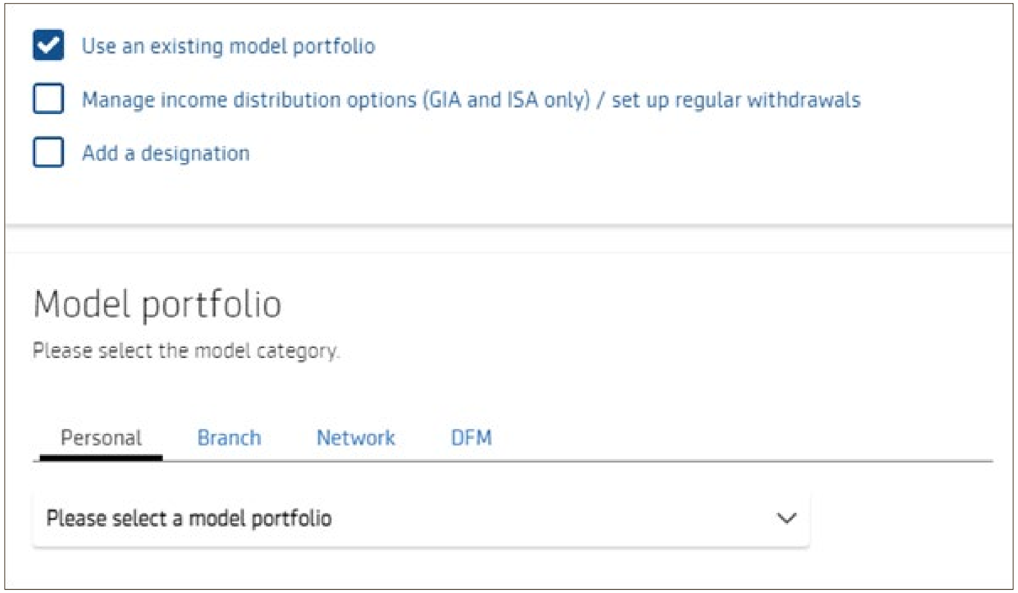
Important information

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.

Link a new client to a DFM model

1. On the **selection options** screen, when you choose what funds to invest in, select **Use an existing model portfolio**. You'll then see a list of all the model portfolios you have access to including any DFM model portfolios. If you don't have access to a DFM model portfolio please contact the DFM in the first instance.

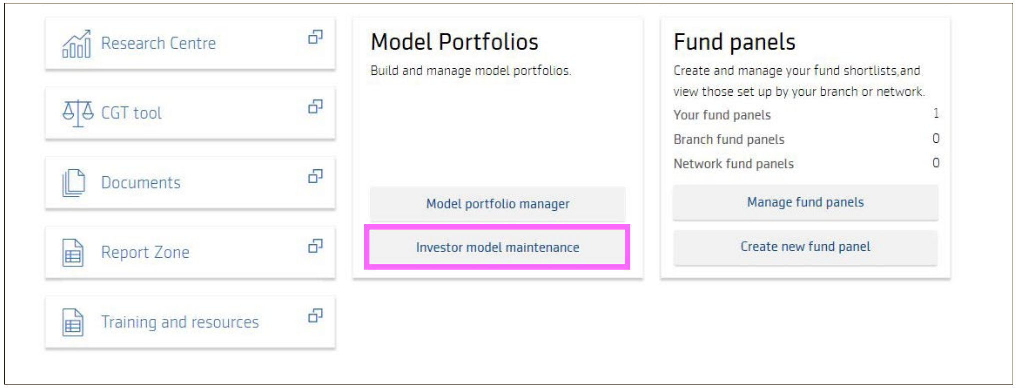
   We automatically apply the model portfolio allocation from the date of the quote to any transfer payment we subsequently receive. To ensure your client is invested in the correct version of the model portfolio (as there may have been a rebalance in the period between quote and receipt of the transfer payment), submit an ad hoc rebalance instruction when we receive the transfer through **Investor model maintenance**.



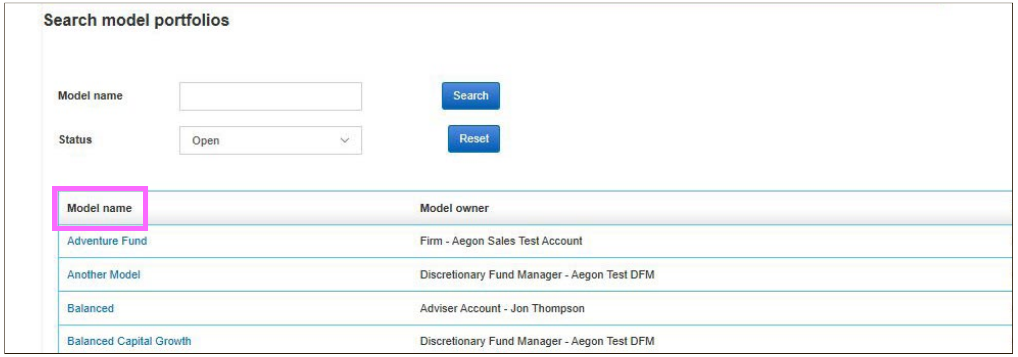
2. When you get to the **Charges section** of the application enter the DFM charge so it shows on the illustration.

Link an existing client to a DFM model

1. From your dashboard select **Investor model maintainance**.

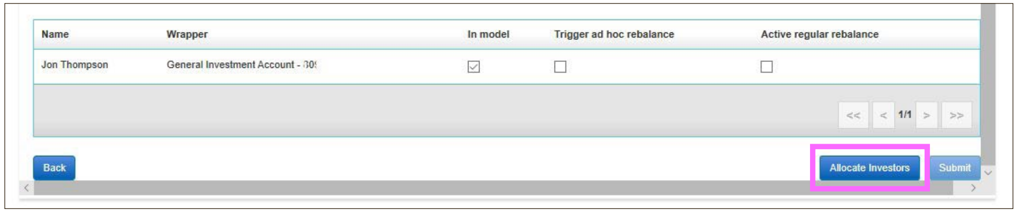


2. In the **Model name** column select which model portfolio you'd like to allocate clients to or remove them from.



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

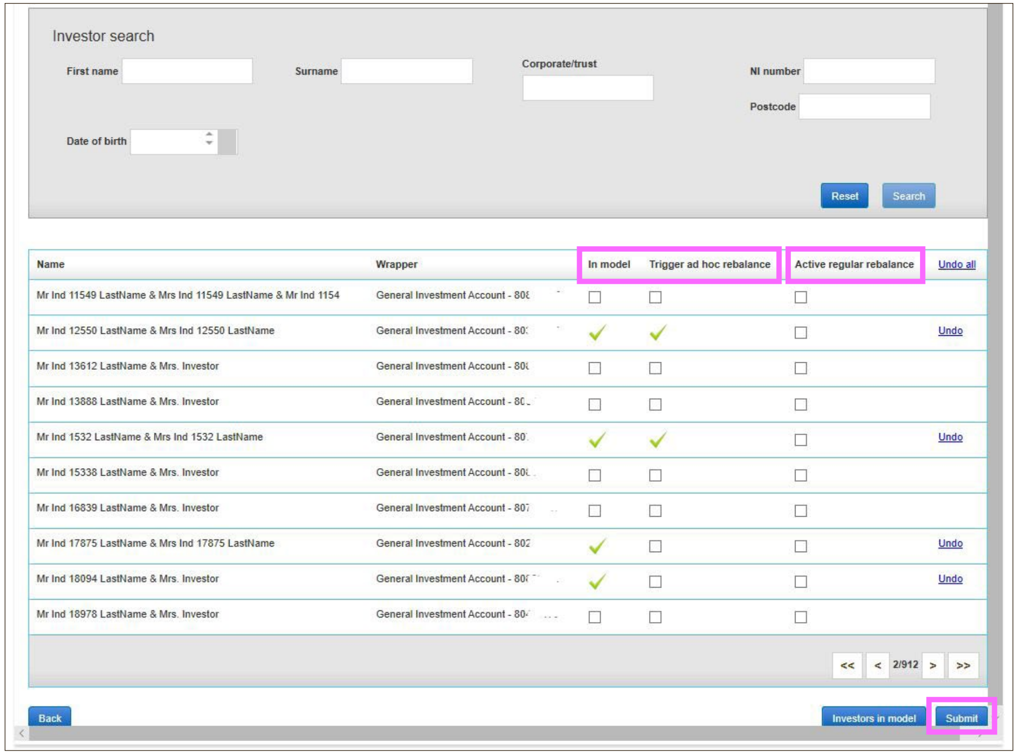
   If you've already linked clients to the model portfolio we'll display them on **Investor model maintenance**, from your dashboard.



4. 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 portfolio – we won't switch their holdings.
    - **Trigger ad hoc rebalance** will place trades, moving all holdings (except closed funds) in the selected product into the model portfolio's investment strategy. If your client's product includes a 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.



Handy hint

It's worth remembering that any existing holdings that applied to your client's product before the product 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** at step 3), or await the next DFM rebalance to bring those funds into line with the new investment strategy of the model portfolio.

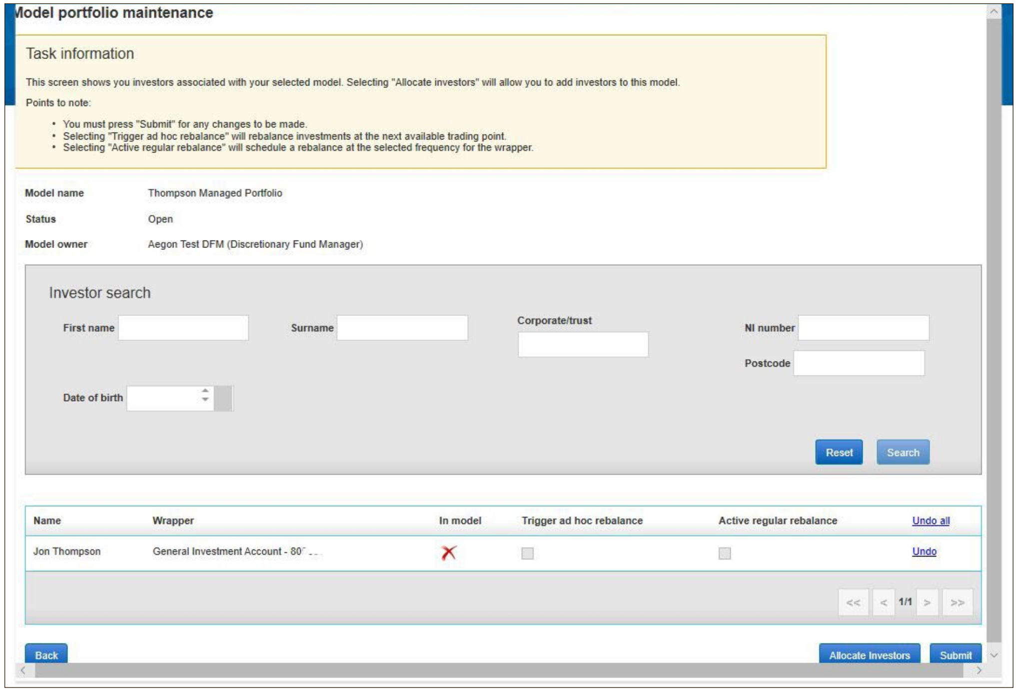
5. The DFM model is now linked to the selected client's product(s) and we'll apply any agreed DFM fees accordingly.

Switching model portfolios

1. If you're linking a client to a new DFM model with the same DFM or a new DFM, you can follow the steps under **Link an existing client to a DFM model** 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

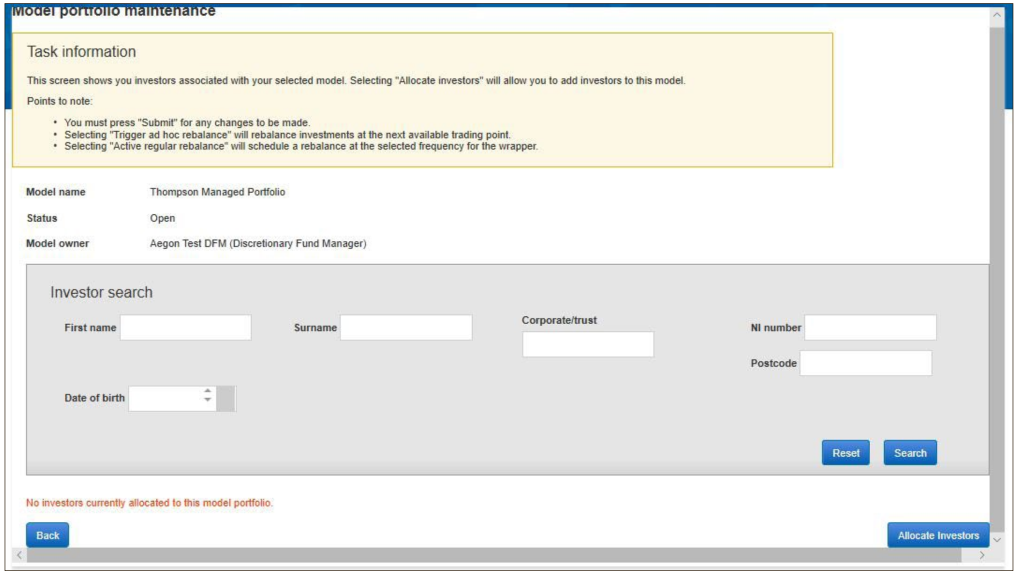
1. To remove a client from a model portfolio remove the tick from the **In model** column in the relevant row (please note our screenshot below shows after the tick has been removed), and select **Submit**.



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

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

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



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