



For financial advisers only

# Aegon Retirement Choices

Choose the right platform  
for your business





# Platform due diligence

When you're choosing a platform, it's important to make sure it meets your business needs, and also the needs of your clients.

In the last decade, the platform market in the UK has evolved and developed, providing more innovative ways for you to provide services and solutions for your clients. This innovation brings with it greater choice, but also more to think about when deciding what solutions work best for your clients and your business.

We've organised our due diligence guide around key areas the FCA recommend considering when researching platform suitability.

- The platform provider – reputation and financial standing
- Support services
- Products
- Funds
- Charges
- Functionality
- Accessibility
- Additional tools
- Terms and conditions



# Introducing Aegon Retirement Choices

**In this guide you'll find information about our Aegon Retirement Choices (ARC) platform, which will help you compare ARC with other platforms and document why ARC could be the right platform for your business and your clients.**

**The value of an investment can fall as well as rise and isn't guaranteed. Your client may get back less than they invest.**

**All references to taxation are based on our understanding of current taxation law and HM Revenue & Customs (HMRC) practice, which may change.**



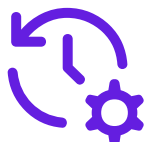


# Why should I choose Aegon?

**As part of the Aegon Group, we benefit from global strength combined with our experience and deep understanding of the UK market. Our ambitious plans to drive growth, improve efficiency and become a more modern digital business are supported by significant ongoing investment – giving us the ability to:**



Price ourselves competitively



Adapt quickly and respond to changing environments



Meet the changing needs of you and your clients



Continually invest in and develop our platform

## Why select ARC as your platform of choice?

ARC puts you in control of your clients’ financial futures. Our platform provides you with the flexibility to manage wealth accumulation, workplace savings and retirement income through one single online solution.

We know your needs – and your clients’ – are evolving at pace along with the market. So we’re evolving, too. **Watch our short film** to find out the steps we’re taking to achieve our ambition to become the UK’s leading digital savings and retirement platform.

The good news is we’ve already started, taking adviser feedback onboard to help shape our new improved user experience – future improvements include a move to cloud technology, a host of service enhancements and more resources to support adviser businesses.

We know there’s more to do and look forward to working more closely with you in the future, as we accelerate our development plans and our journey of transformation.



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# The platform provider





# Introducing Aegon

## 1. Who is Aegon and what is your history?

Our story started over 190 years ago, when we were founded as Scottish Equitable here in the UK. Today we’re part of Aegon, a global financial services company.

People are living longer than previous generations these days and we’re excited by the opportunities that this brings. We’re here for everyone who wants to make the most of their time on the planet and leave it a little better than they found it – however grand or humble their ambitions. That’s why our purpose is to help our customers live their best lives.

As the UK’s largest platform provider, we provide pensions, savings and investment products to over 3.5 million customers across the country (as at December 2024). We do that by partnering with financial advisers and providing workplace pension schemes to over 8,500 employers (as at December 2024).

For a detailed timeline of our history visit [\*\*aegon.co.uk/about-us/history\*\*](https://aegon.co.uk/about-us/history)

## 2. What are the Company and registration numbers?

Aegon UK plc (No.03679296), is registered office: Level 26, The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB. Registered in England and Wales (No. 03679296).

### **Aegon Pension Trustees Limited**

The ARC SIPP is provided under the Aegon Self-invested Personal Pension Scheme. This is a trust-based personal pension scheme, with Aegon Pension Trustee Limited (APT) as the trustee.

The assets of the scheme are owned by APT, separating them from the assets of Scottish Equitable plc.

### **Aegon Investment Solutions Limited**

Aegon Investment Solutions Limited (AISL) is responsible for the management of the Aegon ISA and general investment account.

Aegon is a brand name of Aegon Investment Solutions Ltd (No. SC394519) registered in Scotland, registered office: Edinburgh Park, Edinburgh, EH12 9SE. Aegon Investment Solutions Ltd is authorised and regulated by the Financial Conduct Authority. Its Financial Services Register number is 543123.

Aegon Investment Solutions Limited uses the brand name ‘Aegon Retirement Choices’, ‘Aegon’ and ‘Retiready’.



### 3. How financially secure is Aegon?

Our issuer credit ratings are an additional tool to help investors assess Aegon’s credit quality and support the company’s financial flexibility by allowing easier access to the debt and capital markets.

Ratings reflect the opinion of the individual rating services regarding Aegon’s financial strength, operating performance and claims paying ability.

Aegon UK is rated A+ on the S&P Global (as at March 2025). For more information on our financial ratings visit [\*\*aegon.com/investors/debt-ratings/ratings\*\*](https://aegon.com/investors/debt-ratings/ratings)

Aegon is rated B+ by AKG (as at July 2025).

### 4. Can you tell me more about your leadership team?

Here in the UK, we’re led by Mike Holliday-Williams, Chief Executive Officer. Working alongside him is our Executive team of well-respected industry figures, bringing their wide-ranging expertise and financial experience to our efforts to help people live their best lives. For more information visit [\*\*aegon.co.uk/about-us/leadership-team-and-executive-committee\*\*](https://aegon.co.uk/about-us/leadership-team-and-executive-committee)

### 5. Can you tell me about your Aegon Retirement Choices platform?

#### **Simple... Online... Intuitive**

Developed to help meet our aim of creating better futures, ARC gives your clients a flexible platform for saving while they work and then for taking an income later in life. The variety of products and wide investment choice available lets you design and tailor portfolios to help meet your clients’ financial needs now and in the future.

ARC also makes your day-to-day administration simpler, so you can dedicate even more time to your clients’ needs.

We’re committed to continually developing ARC to make sure it meets and goes beyond your expectations.

You can find out more about ARC in [\*\*Your guide to Aegon Retirement Choices\*\*](#).

### 6. How would you describe the sustainability of your company?

#### **Simply put... Sustainability matters**

Sustainable growth and making a positive impact in our communities, and on the environment, is an essential part of what we do.

At Aegon, we’re passionate about making a difference, whether it’s reducing our environmental footprint, helping customers invest responsibly, or supporting our communities.

Making a positive impact is a key element of our strategy and is integral to our daily decision making. We recognise that as a business we can, and want to, make a difference.

Find out what we’re doing to make a difference at [\*\*aegon.co.uk/corporate-sustainability\*\*](https://aegon.co.uk/corporate-sustainability)



## 7. Do you own your own technology?

We’ve embarked on a multi-million pound transformation programme to fundamentally improve your overall platform experience. We’ve designed the new experience to work hand in hand with your advice. We carried out robust testing and research to make sure it gets your seal of approval.

Built on cutting-edge technology, delivered in partnership with GBST, allowing us to adapt to change and your feedback much faster. You’ll see a regular stream of improvements building on the delivery of the new user experience.

## 8. What is your approach to information security?

We place great importance on information security and take a proactive approach to protecting the systems we operate and information we process on behalf of advisers, employers and customers.

We apply Defence in Depth and Security by Design strategies, which incorporates, but isn’t limited to:

- Policy and standards,
- Training and awareness,
- Physical security,
- Vendor security,
- Identity and access management,
- Software and infrastructure security,
- Logging and monitoring incident management.

We have a dedicated Chief Information Security Officer and a broad three lines of defence model. Our information security processes are integrated into wider risk management process and are overseen by a set of UK and global committees.

## 9. What third-party providers do you work with?

We’ve selected a number of third parties with the expertise to provide us with specialist services.

- **GBST** – provides the underlying back-office technology for ARC. GBST is a specialist in technology with 40 years’ experience, adapting to changing technology needs. GBST is investing heavily to transform technology and accelerate growth.
- **Dunstan Thomas** – illustrations are powered by Dunstan Thomas.
- **Financial Express (FE)** – provides all fund prices, information and data feeds, as well as powering the suite of portfolio management tools.
- **Finocomp** – provides the capital gains tax tool.
- **Winterflood Business Services** – a subsidiary of Close Brothers Group plc, supplies our stock broking service.
- **HSBC** – provides the cash facility and banking services.



10. Outline your business continuity plan and disaster recovery

We are committed to providing excellent service and support to our customers and, as such, have embedded a Business Continuity Management (BCM) Framework to minimise any unexpected interruption to our business services. This includes our Important Business Services as set out by the FCA (Financial Conduct Authority) and PRA (Prudential Regulation Authority) Operational Resilience\* policies. An appropriate accountable executive has accountability for Business Continuity within AUK and is supported by a regular governance committee.

Our Business Continuity Policy is aligned to both the Business Continuity Institute’s good practice guidelines and Aegon Group’s requirements. Each department must have a Business Impact Analysis and Business Continuity Plan in place that details its critical service(s) and supporting infrastructure. The plans document the response for each department’s operation in case of disruption such as loss of people, premises, IT, or supplier, with the aim of maintaining critical service. These plans are signed off regularly by Senior Management and kept secure and confidential.

Our crisis management framework includes both customer and employee support responses and is designed to be flexible and adaptable to a range of potential disruption events at a local, national, and international level. Each plan has defined roles and responsibilities, along with an escalation process to the top tier Aegon UK Crisis Management Team which has accountable executive representation.

Where Aegon outsources a service, we ensure that the appropriate Business Continuity planning is in place with our partners in the event of an Aegon, or third-party interruption. Our second line Risk function provides oversight of the Business Continuity framework, which is also subject to audit.

All Aegon sites have alternative working arrangements to maintain service levels to customers. Platforms are protected by high availability clusters, with automatic failover capability, and are subject to regular point-in-time back-ups. We replicate our production data to a geographically separate location provided by one of the UK’s leading business continuity and disaster recovery specialists. Our systems are housed in a number of secure data centres, each designed with redundancy in mind in terms of Cooling, Power and Network, with Uninterrupted Power Supply and multiple back-up generators in place to protect relevant systems. Full back-ups of our data are taken on a weekly basis and supplemented with daily differentials and transaction logs. These are retained for 35 days, with access to these heavily restricted. Backups are held locally and regularly copied to a separate geographical location. All our business-critical systems have a recovery time objective of 24 hours although our testing experience is such that we anticipate recovering well within this time should the need arise. Our Recovery Point Objective is zero for most scenarios and up to 24 hours in extreme scenarios. Segmentation of our environment ensures that the blast radius of any data corruption event is limited.

We carry out horizon scanning, a technique for detecting early signs of potential disruptions (for example awareness of severe weather warnings, cyber threats, pandemics), supports a proactive approach to management of potential disruptions.

We want our customers to have confidence in our commitment and ability to provide ongoing services in a business disruption. To demonstrate our preparedness, our Business Continuity and Incident Management plans are reviewed and exercised annually, and all activity follows an annual cycle in line with our Business Continuity Policy. In addition, we have an ongoing education and awareness programme that ranges from compulsory annual CBT (Computer Based Training) training to regular reminders/communications to all employees.

As our business model and the external environment evolves, we review our continuity planning policy, framework and practices and our contingency planning to ensure they remain fit for purpose.

\*Please see Aegon statement in relation to Operational Resilience, this can be provided upon request.



## 11. What are you doing for GDPR and Data Protection law?

We take the protection of our customers’ information extremely seriously – to comply with our obligations under applicable UK data protection law, we have policies, standards and guidance in place to make sure appropriate controls and safeguards are implemented to protect the personal data we collect from employers, trustees, individuals or their advisers. This makes sure that the personal data we hold is:

- Processed fairly and lawfully
- Kept up to date and accurate
- Adequately secured and protected
- Collected expressly for legitimate purposes, and not processed for incompatible purposes
- Kept in such a way as to allow data subjects (for example, individual pension holders) to exercise their rights

In accordance with GDPR, we have a Data Protection Officer for the Aegon group of companies and also a local UK Data Protection Officer (DPO) in place.

We also have expertise across our business to help ensure data protection compliance, including representatives in Information Security, Legal and IT. We continually monitor both the Information Commissioners Office (ICO) and the European Data Protection Board updates to make sure we follow the latest guidance.

## ICO Registrations

**Aegon is registered with the ICO as a data controller. Our registrations are below:**

Entity Name	ICO Registration Number
Scottish Equitable Plc.	Z7602965
Aegon UK Corporate Services	Z7603042
Cofunds Ltd.	Z4947002
Aegon Investment Solutions Ltd. (AISL)	Z2787635
Aegon Platform Services Ltd.	Z2861012



## 12. What are you doing for product oversight and governance?

Our **product oversight and governance summaries** include the target market for each product and main features and characteristics, and risks. You can use these to support compliance with Consumer Duty regulations.

We've published the outcomes of our value assessments, which confirm all of our open products offer fair value to your clients, meaning you can continue to recommend our products with confidence. We didn't identify any issues that needed remedial action at an individual product level.

To make sure we can identify areas of foreseeable harm more easily and act quickly to resolve any issues, we've enhanced our policies and product oversight to include the Consumer Duty's rules and outcomes. We've strengthened our reporting of customer outcomes for product reviews and value assessments and we're mapping our key processes end to end to understand where improvements could be made.

You can find more support on our **Consumer Duty hub**.





13. How do you remain compliant?

We have a requirement to comply with the following regulatory, legislative and industry bodies:

- Financial Conduct Authority (FCA)
- Prudential Regulation Authority (PRA)
- HM Revenue & Customs (HMRC)
- Department for Work and Pensions (DWP)
- UK/European regulation and legislation
- The Pensions Regulator (TPR)
- Association of British Insurers (ABI)
- Joint Money Laundering Steering Group

We’re committed to making sure changes to ARC are made in line with regulation, best practice and guidance from the regulators and associations mentioned above.

14. What level of investor protection do clients get?

The Financial Services Compensation Scheme (FSCS) has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them. Your client’s contract with us will normally be covered – however, it’s important to note that different limits apply to different types of investments.

Compensation limits are for each person for each firm, and for each claim category. In some circumstances, your client may not be eligible for any compensation under the FSCS. The availability depends on:

- The type of products the client is invested in.
- The type and structure of the investments in the products.
- The country the investments are held in.

Full details of the FSCS can be found on their web pages at **FSCS**.

15. What technology is your ARC platform designed for?

Our platform experience is mobile, tablet and desktop friendly. We support all modern browsers. Access it all with one log in, with no need to remember different user IDs and passwords. We’ve introduced two-factor authentication and removed reCAPTCHA. Just get a quick one-time code sent by SMS and you’ll be ready to log in.

16. What vetting procedures do you have in place for employees?

To assess the integrity of all colleagues, we perform a tiered on-boarding vetting process for new candidates and where colleagues move to another role within the organisation. we also perform cyclical vetting for some existing colleagues who perform higher risk roles and requires a declaration of criminal or adverse financial circumstances as a part of these processes.



# Support services





# Support services

## 1. What support services do you provide for contacting Aegon?

We’ve built an intuitive help and support section within our website for advisers and customers. In this section you’ll find help with completing key tasks on the platform and ways to contact our support services as and when you need them. You’ll be able to reach us through the phone lines or using our web chat.

Find out more on our adviser [ARC support page](#).

In addition to ARC’s online help, there’s a large amount of material available online to support your use of ARC, including illustrations and reports, literature, user guides and MI.

### Client Services team

For any questions that can’t be answered online, call our Client Services team on 03456 081 680. Call charges will vary. You can find our opening hours on our [Adviser support page](#).

## 2. What technical support do you provide?

We regularly provide thought leadership and technical content through our website, through a series of live webinars throughout the year and a dedicated Technical Zone on our website.

The main areas to take note of are:

- [Our Technical Zone](#) – here you’ll find a series of the industry’s key technical regulatory updates prepared by our Pensions and Tax team
- [Our CPD hub](#) – here you’ll find our thought leadership material and at the same time qualify for CPD hours
- [Our adviser tools and resources](#) – from Consumer Duty to helping clients prepare for the Second 50 years of their life.

## 3. Do you offer a transfer service to support movement of clients to ARC?

Yes. We provide a managed transfer service to help support you with moving clients to ARC. Working across several platforms can eat up valuable time and resource. But switching your clients’ platforms individually could cost you more time, and even money. Our managed transfer service is designed to help streamline your business, with your clients’ needs at the heart of the process – and our team supporting you throughout the journey.

Within this service we provide a full range of materials from client sample letters, considerations documents, FAQs and a Platform comparison tool.

You can find out more on our [Managed transfer service](#) page.



# Products





# Products

## 1. What products do you provide?

### Product offering

ARC offers a choice of products to meet the individual needs of your clients. Discover how to make the most of our ways to save.

Each product has its own integrated cash facility, making it easier for you and your clients to keep track of a product’s incoming and outgoing investments, credits and debits.

### Self-invested personal pension (SIPP)

Our ARC SIPP offers your clients flexibility to support a phased approach, allowing a seamless transition from saving to taking an income – all in one place.

### Junior Self-invested Personal Pension (SIPP)

Whether your clients are looking at ways to give a child a head start, or to help with their tax-efficient intergenerational wealth planning, our Junior SIPP is here to help secure a pathway towards a child’s financial future.

### ISA

A tax-efficient way to save, our stocks and shares ISA provides access to a varied selection of investment options.

### General investment account (GIA)

Complementing our other products, the GIA gives your clients flexibility and access to a broad range of investments.

### Bonds

We have offshore bond partnerships with Canada Life International and Utmost Wealth Solutions to provide access to their offshore bonds through a GIA. Their offshore bonds offer a wide range of assets to meet short and long-term investment goals tax-efficiently.





## 2. Tell me about the Self-invested Personal Pension

The ARC SIPP gives your clients the opportunity to save or consolidate efficiently and flexibly for the future, taking advantage of the tax benefits of a pension.

Product feature	Details
Minimum age	16
Maximum age	No maximum age
Investment frequency	<ul style="list-style-type: none"><li>▪ Regular</li><li>▪ Single</li></ul>
Minimum investment	<ul style="list-style-type: none"><li>▪ Regular – £1 each month</li><li>▪ Single/transfer – £1</li><li>▪ Additional – no minimum</li></ul>
Multiple accounts	Yes
Withdrawals	<ul style="list-style-type: none"><li>▪ Single</li><li>▪ Regular</li><li>▪ Full</li></ul>
Minimum withdrawal	<ul style="list-style-type: none"><li>▪ Regular – £25</li><li>▪ Single – £100</li></ul>
Maximum withdrawal	<ul style="list-style-type: none"><li>▪ A minimum balance of £1,000 must be kept unless a full withdrawal is being made.</li></ul>
Transfers in	Yes
Transfers out	Yes
Rebalancing	Yes
Death benefits	Yes
In specie transfers/re-registration	Yes

We'll take regular withdrawals from cash facility and if there isn't enough cash, we'll automatically sell investments to make sure the payment is made. How we sell the investments will depend on the value of the payment out. If the amount is:

- **Less than 0.25% of the current value of the product** – we'll sell enough from the highest value investment in the products to meet the payment out.
- **0.25% or more of the current product value** – we'll sell investments proportionately from the products to meet the payment out, meaning your client's investment allocation will stay the same.

For ad hoc withdrawals there has to be cash to cover payment, so you and your client need to make sure the cash is available to pay the withdrawal. We won't sell down for this.



### 3. Tell me about the ISA

The Aegon ISA is a stocks and shares ISA. It comes with a wide range of permissible investments and is free of capital gains tax. The full ISA regulations can be viewed at [gov.uk/individual-savings-accounts](https://gov.uk/individual-savings-accounts)

**With ISA flexibility, your clients can make the most of their annual ISA allowance. Your clients can withdraw and replace funds in the same tax year without affecting their annual allowance – giving more control over their savings.**

Product feature	Details
Minimum age	Stocks and shares ISA – 18
Maximum age	None
Minimum investment	None
Maximum investment	Find out the current ISA limits at <a href="https://gov.uk/individual-savings-accounts">gov.uk/individual-savings-accounts</a>
Payment methods	<ul style="list-style-type: none"><li>▪ Cheque</li><li>▪ Direct Debit</li><li>▪ BACS/TT</li><li>▪ CHAPS</li><li>▪ Payroll</li></ul>
Investment frequency	<ul style="list-style-type: none"><li>▪ Single</li><li>▪ Regular</li></ul>
Minimum withdrawal	<ul style="list-style-type: none"><li>▪ Single – £100. A minimum balance of £1,000 must be kept unless a full withdrawal is being made.</li><li>▪ Regular – £25 per month.</li></ul>
Maximum withdrawal	<ul style="list-style-type: none"><li>▪ A minimum balance of £1,000 must be kept unless a full withdrawal is being made.</li></ul>
Joint account	No





Product feature	Details
Withdrawals	<ul style="list-style-type: none"><li>▪ Single</li><li>▪ Regular</li></ul>
Transfers in	Yes – free of charge <sup>2</sup>
Transfers out	Yes – free of charge <sup>2</sup>
Rebalancing	Yes
Death benefits	<ul style="list-style-type: none"><li>▪ Yes – an inheritable ISA is available, allowing an additional ISA allowance to be passed onto a spouse or registered civil partner on death</li></ul>
Online trading	Yes
DFMs	Yes
In specie transfers/re-registration	Yes

<sup>2</sup> We won't charge for transfers in and out, however the existing provider might charge an exit fee or penalty.

We'll take regular withdrawals from the cash facility and if there isn't enough cash, we'll automatically sell investments to make sure the payments are made. How we sell the investments will depend on the value of the payment out. If the amount is:

- **Less than 0.25% of the current value of the product** – we'll sell enough from the highest value investment in the products to meet the payment out.
- **0.25% or more of the current product value** – we'll sell investments proportionately from the products to meet the payment out, meaning your client's investment allocation will stay the same.

For ad hoc withdrawals there has to be cash to cover payment, so you and your client need to make sure the cash is available to pay the withdrawal. We won't sell down for this.

The value of an ISA will be directly linked to the performance of the investments selected and may fall as well as rise. Your client may get back less than they invest. An investment in a stocks and shares ISA won't provide the same security of capital associated with a cash ISA. However, it's likely to offer better long-term growth potential. The favourable tax treatment of ISAs may not be maintained in the future and is subject to changes in legislation.





## 4. Tell me about the GIA

Our GIA is our non-tax wrapped account that allows access to a wide range of investments. There’s no upper limit on how much your client can invest and they can take withdrawals at any time. If your client has made the most of their tax-efficient savings using ISAs and pensions but have more they’d like to save, our GIA could be a possible solution.

Product feature	Details
Minimum age	18
Maximum age	No maximum age
Minimum contribution	<ul style="list-style-type: none"><li>▪ £1 single investment</li><li>▪ £1 regular investment</li></ul>
Maximum contribution	No maximum
Contribution frequency	<ul style="list-style-type: none"><li>▪ Monthly</li><li>▪ Single</li></ul>
Contribution method	<ul style="list-style-type: none"><li>▪ Cheque</li><li>▪ Direct Debit</li><li>▪ BACS/TT</li><li>▪ CHAPS</li><li>▪ Payroll</li></ul>
Multiple accounts	Yes





Product feature	Details
Transfers in	Yes
Transfers out	Yes – a minimum balance of £1,000 must be kept unless a full withdrawal is being made
Minimum transfer value	£250
Rebalancing	Yes
Income payment frequency	<ul style="list-style-type: none"><li>▪ No income</li><li>▪ Monthly, quarterly, half-yearly and annually</li><li>▪ Ad hoc</li></ul>
Online trading	Yes
In specie transfers	Yes



## 5. Tell me about the Junior Self-invested Personal Pension

Whether your clients want to give a child a financial head start or plan tax-efficiently across generations, our Junior Self-invested Personal Pension (SIPP) is here.

### Key benefits of the Junior SIPP

- **No platform charges applied** – You can open our Junior SIPP on behalf of your existing ARC clients for their UK resident child with no annual charge applied until the child turns 18. Other charges will apply.
- **Pensions tax relief** – Our Junior SIPP allows your clients to contribute as a third-party personal contribution up to £2,880 annually, and the government will add up to £720 in tax relief bringing the total up to £3,600, depending on individual circumstances.
- **Longer-term investment and tax-free growth** – Starting early allows investments to benefit from the power of compounding over time and contributing monthly also supports pound cost averaging, helping to ease concerns of timing the markets. Investments held within a Junior SIPP grow free from capital gains tax and income tax.
- **Seamless transition at 18 years old** – When the child turns 18, we’ll convert the Junior SIPP into a standard SIPP, keeping the investments in the market and allowing the young adult to continue their investment journey without interruption.

Visit [aegon.co.uk/junior-sipp](https://aegon.co.uk/junior-sipp) for more information.

A parent or guardian must be listed as the Registered contact, acting on behalf of the child (account holder). Once the child turns 18, the Junior SIPP will convert to our standard SIPP and our annual charge will apply. Investment fund charges and any adviser charges will still need to be paid. Capital at risk.

This information is based on our understanding of current taxation law and HMRC practice, which may change.

Product feature	Details
Minimum age	From birth
Maximum age	17
Investment frequency	<ul style="list-style-type: none"><li>▪ Regular</li><li>▪ Single</li></ul>
Minimum investment	<ul style="list-style-type: none"><li>▪ Regular – £1 each month</li><li>▪ Single/transfer – £1</li><li>▪ Additional – no minimum</li></ul>
Multiple accounts	No, only one per child
Withdrawals	Only available once the product converts to our standard SIPP and the individual reaches the normal minimum pension age. Early access to pension benefits may be available due to ill-health or serious ill-health.
Minimum withdrawal	N/A
Maximum withdrawal	N/A
Transfers in	Yes
Transfers out	Yes
Rebalancing	Yes
Death benefits	Yes
In specie transfers/re-registration	Yes



## 6. Tell me about Retirement income options

Your client can start to take their pension benefits from age 55 (increasing to age 57 from 6 April 2028). They may be able to take benefits earlier than this if they're in ill health, or if they have a protected low pension age that continues to apply under their ARC account. If we don't receive instructions from your client as to how they'd like to take their retirement income by age 75, they'll remain invested. They can continue to contribute to their SIPP until they decide to take their benefits.

There's a number of ways your client can take their benefits, such as cash lump sums, flexi-access drawdown (including drip-feed drawdown) and an annuity using the open market option (OMO). They can also combine different options to meet their needs.

With each of these options, your client will normally receive up to 25% of the value they decide to use to provide benefits in cash which is tax free, subject to the client having sufficient Lump Sum Allowance (LSA)/Lump Sum Death Benefit Allowance (LSDBA).

You can make requests to move your client's funds into the drawdown element of their account online, including additional funds, using our secure online services.

Please note that where your client starts to take any income under flexi-access drawdown from any registered pension scheme, the Money Purchase Annual Allowance (MPAA) will apply.

### Cash lump sum

Depending on your client's circumstances, they may be able to withdraw all or some of their pension savings as a cash lump sum anytime from age 55 (increasing to age 57 from 6 April 2028) onwards and then spend, save or reinvest it as they like – 25% of the lump sum will be tax free, subject to the client having sufficient LSA/LSDBA, with the balance taxed as income.

### Flexi-access drawdown

This provides the ultimate flexibility over your client's retirement income. Your client can normally take up to 25% of the value they want to use to provide retirement benefits as tax-free cash, subject to the client having sufficient LSA/LSDBA with the remainder moving into the drawdown element. There are no limits on the amount of income your client can withdraw.

You can make all requests to move your client's funds into the drawdown element of their account online, using our secure online services – speeding up the process, giving your client even quicker access to their tax-free cash and income.

We allow benefits to be taken all at once, partially or by using drip-feed drawdown for a regular automated income. You can find more information in our **drip-feed drawdown FAQ**.

### Annuities

If your client decides they'd rather take an annuity to provide their retirement income, they'll normally have the option to take up to 25% tax-free cash of their ARC account value from the part they've not yet taken benefits from, subject to the client having sufficient LSA/LSDBA. They can use their remaining fund to buy an annuity using the open market option.

Annuity providers consider a range of factors such as age, postcode, health and lifestyle to determine their rates, which in turn determine how much income your client will receive.

Additional features to an annuity, include:

- an annuity for a partner/spouse
- a guarantee payments will continue to be paid for a certain number of years following death
- increasing the annuity every year.

Including any of these options will affect the initial amount of the annuity your client will receive. As annuity rates can change substantially and rapidly, there's no guarantee that if your client does purchase an annuity the rates at the time will be favourable. This could mean that your client's annuity income thereafter may be less than hoped for.

### Death benefits

If your client's ARC SIPP is written under a valid trust, we'll pay a lump sum death benefit to the trustees. If there isn't a valid trust in place, we'll decide who to pay death benefits to taking into account your client's circumstances when they die and anyone they've told



us they'd like the money to go to. If your client has set up a separate trust outside the scheme they'll need to nominate the trust to receive any lump sum death benefit payable. You can find out more in our **[Pension discretionary \(pilot\) trust guide](#)**.

If we decide to pay someone nominated by your client, we might offer them the following options from their share of your client's fund:

- A flexi-access drawdown pension in their own name.
- An annuity using the open market option.
- Or, a lump sum death benefit.

If we decide to pay someone who wasn't nominated by your client, depending on your client's circumstances when they die, we may only be able to offer a lump sum death benefit.

We'll pay any payment to a trust or a charity nominated by your client as a lump sum death benefit.

### What tax is payable on death benefits?

The tax payable on any benefits paid from your client's ARC SIPP account on their death is generally dependent on whether they die before reaching age 75 or at or after reaching age 75.

### Death before age 75

As a general rule, whether benefits are paid from the savings or drawdown elements on your client's death, payments to the beneficiary will be tax free, up to the available LSDBA and then taxable beyond that.

### Death at or after age 75

As a general rule, whether benefits are paid from the savings or drawdown elements on your client's death, payments to the beneficiary will be subject to a tax charge, at the marginal rate of the beneficiaries whether paid as income or lump sum.

### Tell me about bonds

We've expanded our partnerships with offshore bond providers to increase access to the range of off-platform providers available with Aegon Retirement Choices (ARC). Helping you maximise your overall wealth and investment proposition to meet the needs and objectives of your clients.

Our partnerships with Utmost Wealth Solutions and Canada Life International provide access through our GIA to their offshore bonds.

Find out more information on our **[Offshore bond providers page](#)**.

## 7. What is the cash facility?

All of ARC's products have their own cash facility that all contributions will be paid into before we invest them. We'll keep 0.25% of all contributions in the cash facility. We use this to pay income/withdrawals and all charges that are relevant to your client's account, including adviser charges if you ask us to facilitate these.

Cash in the cash facility will accrue interest at a **[daily rate](#)**, on a daily basis, and we'll credit this monthly.

Your client needs to maintain a minimum balance of 0.25% in their cash facility. It's you and your client's responsibility to make sure that their cash facility contains sufficient funds to cover all their charges and income withdrawals, as these may amount to more than the 0.25%.

If there's insufficient money in their cash facility to meet any charges, we'll automatically sell some investments. How we sell the investments will depend on the value of the payment out. If the amount is:

- **Less than 0.25% of the current value of the product** – we'll sell enough from the highest value investment in the products to meet the payment out.
- **0.25% or more of the current product value** – we'll sell investments proportionately from the products to meet the payment out, meaning your client's investment allocation will stay the same.

### Off-platform assets

We'll take into account the value of your client's other eligible Aegon products when calculating the cumulative value of all products held. This could have the effect of discounting the annual charge your client pays.

See the **[Charges](#)** section for more details. We don't include any non-Aegon assets or products in the calculation of the annual charge.



## 9. What trusts do you offer?

Tax planning is an essential part of financial advice. Setting an investment up in trust or transferring existing investments into trust can be used as a key tool for the management of capital gains and inheritance tax (IHT) planning.

While trusts are often associated with the very wealthy, trust planning can be used in many different situations and can help your clients to protect and manage their assets tax efficiently.

A client might be looking to provide for their loved ones, protect an inheritance for their family, or provide for elderly relatives.

Through the GIA you can access:

- Bare gift trust
- Discretionary gift trust
- Discretionary loan trust

Through the SIPP, you can access:

- **Pension discretionary (pilot) trust.**





# Funds





# Funds

## 1. What investment range is available on the platform?

ARC lets your clients use different investment strategies to suit their savings needs. You can tailor investments depending on a client’s age, lifestyle and retirement strategy, as well as to suit their attitude to risk and income needs.

The range of investments caters for the needs of clients as they grow their savings, and when they’re taking an income in retirement.

### Investing for growth

With ARC, your clients have a great deal of choice when it comes to investing for growth. They can use our ready-made multi-asset solutions, or you can take advantage of our wide range of investment options to build model portfolios or bespoke investment strategies. You can also access model portfolios from a number of leading DFMs.

## 2. What investment types are available?

### Choose from a wider investment range

With over 5,000 investments to choose from (as at December 2024), you can create comprehensive investment strategies to suit your clients. The table below shows the investment types available and which products they’re available under:

Allowable investment	SIPP	ISA	GIA
Insured funds	Y	N	N
Collectives	Y	Y	Y
Equities	Y	Y	Y
Investment trusts	Y	Y	Y
ETFs	Y	Y	Y



### 3. Do you offer cash solutions?

For those clients that prefer to invest in cash solutions, we have a range of cash solutions available to your clients on the ARC platform. You can find out more in our **Cash solutions guide**.

### 4. Do you have any risk-managed funds on offer?

#### Risk-Managed Portfolios

Developed with the benefit of over 40-years' experience managing multi-asset solutions, these funds offer clients the reassurance and simplicity that comes from holding sophisticated risk-managed portfolios, conveniently packaged within single funds. The Risk-Managed Portfolios are a range of OEICs, which means you can use the same solution for clients with a pension, ISA and GIA on ARC, making the recommendation process easier where these are a good fit.

They use mainly passive components to create value-focused, risk-targeted portfolios that are closely aligned to client needs. They provide access to expert asset allocation, risk management and robust governance, and have the freedom to draw on expertise from across the industry.

You can find out more about these funds at **[aegon.co.uk/multi-asset](https://aegon.co.uk/multi-asset)**

There's no guarantee that the funds will meet their objectives. The value of investments may go down as well as up and investors may get back less than they invest.

### 5. Can Aegon work with adviser firms to create investment solutions?

While we believe that our Risk-Managed Portfolios are a great option for a variety of cases, we also have the capability to work with firms in a variety of ways to create investment solutions that work for your specific requirements.

This involves using our operational capability to build solutions that leverage our scale, to drive great outcomes for clients while improving the efficiency of your centralised investment proposition. Depending on how these solutions are structured they can also be set up across ARC. Please speak to your usual Aegon contact for more information.

### 6. How do you select the funds you offer on platform?

We're dedicated to making sure our insured funds are able to meet their commitments to you and your clients. Rigorous governance is our highest priority and is underpinned by our Funds Promise.

Our Funds Promise:

- We aim to offer high-quality funds which meet their objectives.
- We monitor funds to check if they perform as expected.
- We take action if funds don't meet expectations.
- We give you the facts you need to make decisions.

Fund governance is the most important function we perform on behalf of our investors. Our Fund Governance group (FGG) is independent of our fund-management functions and stands in the customer's place with the aim of making sure the funds we offer are appropriate for your clients and perform as expected.

You can find out more about how we govern our funds online at **[aegon.co.uk/adviser/investments/fund-governance-and-performance/fund-governance](https://aegon.co.uk/adviser/investments/fund-governance-and-performance/fund-governance)**

There's no guarantee the funds will meet their objectives.

### 7. Can I request a fund is added to your platform?

Yes. All requests are weighed up with client demand. If you wish to request for a fund/share class to be added please contact your Aegon client service representative so that the request can be correctly prioritised.

### 8. How do you notify of fund mergers, changes, suspensions or closures?

If we make material changes to any of our insured funds, for example fund closures, mergers, suspensions or changes to fund names, we'll communicate the changes to you and your clients. Alternatively, you can find out about any changes to our insured funds via the 'Fund updates' section of our website **[aegon.co.uk/adviser/investments/fund-governance-and-performance/fund-update](https://aegon.co.uk/adviser/investments/fund-governance-and-performance/fund-update)**



# Charges





# Charges

## 1. What types of charges are in place?

Your client is able to see exactly what they’re paying for, with clear charges across all products and investments held on ARC. Different products are treated differently for tax purposes. ARC also gives you flexibility over the remuneration structures you agree with your clients.

Please note that we may vary these charges in the future.

**There are three main charges.**

Annual charge	Investment charges	Adviser charges
These are to cover the administration costs for investing through ARC.	These charges cover the cost of managing investments and checking they’re performing as expected. They’ll vary depending on the assets chosen.	Personal adviser charges – this is the charge for the advice you give and is agreed between you and your client.





## 2. Can you explain the annual charge you apply?

We'll deduct an annual charge, based on the total value of your client's ARC account, to cover the cost of administering their account. We'll take this on or around the first business day of the month.

As you can see from the following table, based on our current standard charges, the percentage charge for each band reduces as your client's ARC account value grows. So, the higher the value of assets they have on ARC, the lower their rate of annual charge could be

We calculate your client's annual charge based on the charging bands that apply to their account value. For example, if the total value of your assets is £200,000, your client will use charging bands 1, 2, 3 and 4.

Charging band	Fund value	Annual charge percentage
1	First £29,999.99	0.60%
2	Next £20,000 (£30,000 to £49,999)	0.55%
3	Next £50,000 (£50,000 to £99,999)	0.50%
4	Next £150,000 (£100,000 to £249,999)	0.45%
5	Next £250,000 and over	0.00%

If a customer fee applies it will be charged in addition to the annual charge. It's paid monthly and applied proportionately across all active products. The fee will increase every year in line with average weekly earnings.

Please note that this example shows the standard charges available on our platform and doesn't take any alternative charging arrangement into account.

## Income drawdown fee

We'll charge £75 a year if your client takes income from the drawdown part of their ARC SIPP. This charge will be set up when their first drawdown pension payment is made and will apply yearly after that to cover ongoing administration.

If they don't take any drawdown income in the 12 months since their last income drawdown payment, we won't apply this charge. It will become payable again when they restart taking drawdown income.

If they've more than one drawdown product in their ARC SIPP, for example, as a result of more than one drawdown to drawdown transfer, they'll only pay a single £75 yearly charge. We'll deduct this equally across all of the drawdown products they're taking income from.

## GIA

Some external product providers will apply a charge for investing in their products.



### 3. Can you explain how adviser charging works?

You and your client will agree how much they'll pay for the advice you give them. You can take adviser charges as either a percentage or monetary amount from the product's cash facility, depending on what you've agreed with your client. We'll show any adviser charges agreed between you and your client on your client's personal illustration.

### 4. What options do I get for adviser charges?

There are three main types of adviser charge you can apply.

#### Initial adviser charge

You can base initial adviser charge on a percentage of the value of the contribution/transfer or a specified monetary amount, made to yourself. You and your client can agree the level of initial adviser charge.

For single contributions and transfers we'll take this from your client's product's cash facility before we invest their contribution in their selected assets.

For regular contributions, the duration of payment can be up to a maximum period of 36 months.

We'll deduct the payment monthly from your client's product's cash facility. However, if there isn't enough money in their cash facility to meet the payment, we'll automatically sell some investments. How we sell the investments will depend on the value of the payment out.

If the amount is:

- **Less than 0.25% of the current value of the product** – we'll sell enough from the highest value investment in the products to meet the payment out.
- **0.25% or more of the current product value** – we'll sell investments proportionately from the products to meet the payment out, meaning your client's investment allocation will stay the same.

If they're invested in the ARC SIPP, we'll take the initial charge after basic-rate tax relief has been included, where relevant. If they're moving straight into drawdown and taking tax-free cash, we'll take this from their cash facility after we've paid their tax-free cash and taken any relevant excess lifetime allowance charges. You'll be able to tell your client if an excess lifetime allowance charge will apply.

#### Ongoing adviser charge

This is a payment based on the value of your client's individual products (if paid as a percentage), that's made to you. It can also be set as a monetary amount. You can take it monthly on a fixed amount or percentage basis on all products. Quarterly payments can only be fixed amounts.

You and your client can agree the level and the frequency.

#### Ad hoc adviser charge

This is a lump sum payment made to you, as and when you or your client request it.



5. Can you explain how investment charges work?

These charges are for the assets your client is invested in and are set by the investment managers and will vary.

You can find out which assets are available, and what the associated ongoing charge figure (OCF) or total expense ratio (TER) charges are, at [aegon.co.uk/customer/investment-choices/governance-and-performance/fund-prices-and-performance](https://www.aegon.co.uk/customer/investment-choices/governance-and-performance/fund-prices-and-performance)

Your client should refer to their personal illustration to see the full cost of investing as it may be higher than the OCF/TER.

These charges apply to the following types of investments:

- Insured funds – SIPP only
- Collectives
- Investment trusts
- Exchange-traded funds (ETFs)

Stockbroker fee

A fee will apply to every sale or purchase of equities and investment trusts. The fee is £15.00 for each sale and purchase.

We trade Exchange-traded funds on an aggregate basis and don’t charge for any trades into these investments.

Other dealing-related charges

Stamp duty

Stamp duty is payable on any purchase of investment trusts and equities made through our stockbroker service Winterflood.

The amount of stamp duty your client will pay is worked out at a flat rate of 0.5% (rounded up or down to the nearest penny) based on the purchase amount.

For example, if shares are bought for £1,000 your client will pay £5 stamp duty.

Panel of Takeovers and Mergers (PTM) levy

This is a charge automatically imposed on investors, and is collected by our stockbroker Winterflood, when equities or investment trusts are bought or sold with an aggregate value of more than £10,000. The charge is £1.50, and the money raised goes to the PTM.

Investment entry and exit charges

Investment entry and exit charges may also apply.

Please refer to either the Key Information Document, Key Investor Information Document, or fund factsheet for details.

Discretionary fund manager charges

If you and your client decide to use a discretionary fund manager (DFM) to help manage your client’s investments, we’ll pay a charge to this manager on your client’s behalf based on a percentage of your client’s investments. The fees charged by DFMs vary. We’ll take the charge from the cash facility.



## 6. What’s the interest rate payable?

Providing a cash facility is integral to the smooth running of the service and is designed to help manage money in and out of the service and pay for charges.

The cash facility holds any money that’s part of your portfolio that hasn’t been invested; this is then normally used to support money moving on or off the platform. It’s not a savings account and isn’t intended for large amounts of money. You can find more information about the cash facility in your terms and conditions.

We’ll calculate interest on a daily basis and pay any interest due monthly into your cash facility after deduction of basic rate tax where applicable. We’ll apply any base rate changes within one working day.

Find out the latest rates on our **[interest rate payable webpage](#)**.

## 7. How do you calculate a client’s annual charge?

To calculate your client’s annual charge, we look at the total account value of all products held by your client under the same investor ARC account on the last business day of each month. We won’t apply the annual charge on cash held in a product’s cash facility.

We add together the applicable charges from each charging band you use, and then convert this into a monthly charge.

For example, if the total value of your client’s ARC account was £200,000, invested across all their products, we’d calculate the annual charge as follows (example shows standard charging):

- The first £29,999.99 at 0.60%.
- The next £20,000 at 0.55%.
- The next £50,000 at 0.50%.
- The remaining £100,000 at 0.45%.

This would equate to an annual charge of 0.495% a year.

To calculate your client’s monthly charge, we simply divide the annual percentage charge by 12 and apply that proportionately across the value of all your client’s products.

### Reducing the annual charge further

We’ll automatically take account of the value of any other eligible Aegon pension products your client has – so their annual charge could reduce even more. For example, if your client has an existing Aegon personal pension valued at £100,000 as well as the £200,000 of assets held on ARC from the previous example, we’d calculate their annual charges as follows.

- The first £29,999.99 at 0.60%.
- The next £20,000 at 0.55%.
- The next £50,000 at 0.50%.
- The next £150,000 at 0.45%.
- The remaining £50,000.01 at 0.00%.

This would equate to an annual charge of 0.405% a year.

The ARC annual charge will only apply to your client’s ARC account. It won’t apply to any other money held with us, for example off-platform assets, like their Aegon personal pension.



8. What if my client doesn’t have enough cash available to pay charges?

We’ll keep 0.25% of the value of each of your client’s products in their cash facility to cover any charges that are paid out of the cash facility. It’s your responsibility to make sure that your client’s cash facilities contain enough money to cover all relevant charges.

If there isn’t enough in your client’s cash facility to meet payments out, we’ll automatically sell investments from the relevant products to top up the cash facility and make sure the payments are met. How we sell the investments will depend on the value of the payment out. If the amount is:

- **Less than 0.25% of the current value of the product** – we’ll sell enough from the highest value investment in the products to meet the payment out.
- **0.25% or more of the current product value** – we’ll sell investments proportionately from the products to meet the payment out, meaning your client’s investment allocation will stay the same.

Take a look at the examples below to see how this would work in practice for a client with a products valued at £40,000, split as shown below:

Products split	Value
Fund A	£10,100
Fund B	£9,950
Fund C	£9,950
Fund D	£9,900
Cash facility	£100 (minimum cash value of 0.25%)
Total products value	£40,000

- **Highest value investment sale** – your client is due a regular income payment of £90.00, which is less than 0.25% of the total value of their products. As a result, we’ll automatically sell £90 from the valued investment in their products – Fund A.
- **Proportionate sale** – your client is due their regular monthly income payment of £190, which is more than 0.25% of the total value of their products. As a result, we’ll sell their investments proportionately across their products, as shown below:

Products split	Value
Fund A	£48.10
Fund B	£47.38
Fund C	£47.38
Fund D	£47.14

We’ll take most charges from the cash facility of each of your client’s products, however some charges aren’t, and we show these below.

We don’t take investment charges from the cash facility as these are usually included within investment prices. We’ll only deduct investment charges from the cash facility if the investment provider instructs us to.

9. Are there any plans to alter your annual charge?

While we have set out our annual charge, we reserve the right to vary these in future depending on market conditions. If we were to do so, we’d let you and your clients know.



# Functionality





# Functionality

## 1. What functionality is available for new business and top ups?

Using our intuitive platform you can easily produce a new quote and apply to process any new business. With our simplified process you only need essential client information required to set up a quote.

With our Multi-product you can now quote for more than one product in the one request.

Can include:

- SIPP
- One SIPP (Drawdown)
- One ISA
- Up to three GIAs

No longer need to carry out a separate quote for each product your client is interested in.

Our Top up functionality is available online for you to easily add to client’s products by either debit card, cheque or bank transfer.

## 2. Can you facilitate transfers between products?

In terms of transfers into Aegon we offer a full asset transition service with a suite of supporting materials to help in your client conversations. As part of our online journey you can complete a transfer in during the Quote and apply.

We also have a **Consolidation toolkit** with material to help you bring client’s savings into one retirement pot.

In terms of transfers between Aegon, we offer GIA to ISA switch to help transfer funds between the general investment account and the individual savings account.

We also provide a GIA to SIPP switch to help transfer funds between the general investment account and SIPP account.

## 3. What functionality is available for fund selection and model portfolios?

To help you make the most of our extensive investment range, ARC also offers support in building investment portfolios. This helps you create and monitor strategies that meet client needs while making sure your business processes remain efficient. This includes:

- **Online model portfolio building**, so you can build efficient, scalable investment propositions that only your clients can access.
- **Automated rebalancing**, reducing the need for manual intervention.
- **Portfolio management and monitoring tools**, keep track of your portfolios easily.



4. Does ARC allow for DFM options?

Yes, you and your clients can outsource model portfolio building to dedicated investment specialists. Investment permissions are granted to the DFM at the start, so they’re able to provide timely investment management without the need for client confirmation when they make a change.

You can access a number of model portfolios through DFMs on ARC, and our efficient online services – such as separate client payments to advisers and DFMs – make administration easy and efficient.

Find out more about the [DFM partners available](#).

5. How do you support me with analysing my clients’ investments?

ARC provides online access to valuations and transaction histories for clients. All clients also receive quarterly statements and tax vouchers (post and online) and personalised illustrations. Personal advisers can also prepare and issue client reports and suitability letters (editable word document).

Comprehensive valuation and transactions histories, editable client reports and reasons why documents are also available online. You can also print portfolio analysis output from the online tools such as Portfolio Scanner and Product reporting tool as PDF reports suitable for clients.

6. What level of straight-through processing exists?

Straight-through processing for applications and transactions on a mobile-responsive platform reduces the potential for errors and gives you and your clients a swift and seamless service.

ARC allows you to perform key tasks completely online, including:

- Submitting single contributions, regular contributions and re-registrations for both ISA and GIA and transfers in for an ISA.
- Submitting new single contributions, regular contributions and transfers for the ARC SIPP.
- Generating client reports.
- Topping up existing GIA and ISA – single contributions, re-registrations and ISA transfer.
- Switching funds for existing GIA or ISA and ARC SIPP.
- Setting up regular contributions for existing GIA and ISA products.
- Managing charges – ongoing adviser charge and ad hoc adviser charge.
- Model portfolio management (including ad hoc individual and bulk rebalancing).
- Client access levels – you can also choose to give clients self-serve access which allows clients to carry out transactions online, such as making their own contributions and switching their investments.

7. What reporting is available?

Our product reporting tool provides you with detailed summaries of your clients’ products and their performance, making it even easier to tailor your conversation with your clients about their ARC account.

The tool allows you to personalise your client conversations with customisation options across the tool. You can view valuations, , at a glance see product valuations and money in and out for all products and you can customise the date ranges and products.

Find out more about [Product reporting](#).

ARC also offers access to Report Zone, a comprehensive and extensive online management information (MI) reporting tool. This provides access to pre-defined reports covering adviser charging, distributions and rebates and client valuations.



## 8. How can you facilitate moving assets off platform?

You can request a transfer out for any clients that would like to move away from our service for their SIPP, ISA and GIA.

## 9. How do you handle rebalancing?

You can set up rebalancing to automatically re-align the investments to the proportions that you previously specified. Rebalancing can only be applied to aggregated investments that are daily priced:

- FCA-authorised funds and cash.
- ETFs that we've traded on an aggregated basis.

It's now even easier to maintain and optimise your clients' investment strategies, with the ability to request an Ad hoc rebalance for assets held outside a model in the Manage investment strategy journey. You can additionally set up rebalancing to run on a quarterly or yearly basis. We'll rebalance portfolios to the original investment choice when the proportion of investments held moves 0.01% or more from that stated investment choice, and the dealing minimum for that investment has been reached.

Rebalancing can be set up when you take out the product, or at a future date, and you can amend rebalancing instructions at any time. There is no additional charge applied for rebalancing.

## 10. Do you offer pre-funding?

We offer pre-funded tax relief, SIPP income and linked trades.

To avoid delays, even if sell transactions on your client's ARC SIPP haven't settled, we'll make the payment. Until the trades have settled a debt will be shown on your client's SIPP transaction history. It's worth noting that the value of your client's SIPP must be more than the value of the income payment for the payment to be made.

The change means your clients can be reassured they'll receive their regular drawdown income, when they expect it.

For linked trades we'll initiate your purchase instruction in relation to the switch when we receive confirmation of the sales price(s) from the investment provider/fund manager in respect of the associated sale transaction(s). We will not wait for cleared sale proceeds to be received into the cash facility of your product in order to proceed with the purchase transaction.

## 11. Do you offer back-office integration?

We have the functionality to allow you to import information from ARC into back-office systems. Information on adviser charges, client holdings, values and transactions can be set up to run regularly, allowing you to keep your back office up to date with the business that you do through the platform.

In addition, we have the capability to support two-way integrations between third-party systems to support seamless trading.

Find out more about our **[back-office integration](#)** on our website.



# Accessibility





# Accessibility

**1. What is the availability of your platform online services and how do you notify me of any downtime?**

Our platform services are available online all throughout the year. In our efforts to maintain the platform and continually develop and improve it, we do have to have a series of scheduled downtime throughout the year. We look to schedule this in during the weekends whenever possible. We will post any service downtime messages on the login pages of our platform.

**2. How do you cater for customers that require additional support?**

**Making a difference for those requiring additional support**

We know that certain health conditions may mean adjustments are required and that life events such as losing jobs, or a loved one might mean that there are times where customers might feel more vulnerable and in need of a bit of extra help.

We can't promise we've got all the answers to life's problems, but we do commit to listening and dealing with needs sensitively and compassionately.

We can offer different types of practical support and try where possible to centre this around individual needs.

Support options could include:

- Assistance filling out forms
- Having a conversation in a way that suits your client best
- Talking your client through processes or topics they might find difficult to understand
- With your client's authorisation, liaising with family members or carers to articulate instructions

You can find out more on our **[additional support page](#)**.





### 3. What levels of access do you provide?

As a user on our Aegon Retirement Choices platform you’re responsible for managing your clients’ products and investments.

To allow you to do this there are different roles, permissions and access levels you can have that allow you to carry out different tasks.

#### Roles

- **Adviser** – Someone who is a qualified financial adviser.
- **Non adviser** – Someone who acts on behalf of an adviser, for example a paraplanner.
- **Other** – If the user you want to create isn’t an adviser or non adviser but you would like to give them user administration, model portfolio management and/or firm view permissions only.

A user can only have one of the above roles.

### The permissions available

#### View only

- View client information
- Access to planning tools

#### Transact

- Carry out transactions on behalf of clients, for example:
  - Buy product
  - Change existing investments
  - Top up
  - Drawdown
- Access to planning tools

#### Firm view

- View data at a firm level for linked branches
  - Total value on platform
  - Number of clients
  - Total charges
  - New business figures

#### Model portfolio manager

- Create model portfolios
- Manage model portfolios
- Bulk move between models

#### User administration

- Create new users
- For other users (that they have permission to access)
  - Update email address
  - Control permissions and access levels
  - Reset two factor authentication method
  - Unlock account
  - Send new activation email
  - Deactivate account
  - Remove roles
  - Delete roles
- Edit personal details of non adviser, DFM and Employer uses



#### 4. What internet browsers are compatible?

ARC is mobile, tablet and desktop friendly. Access is supported on all modern browsers.

#### 5. What processes can I carry out online?

Straight-through processing for applications and transactions reduces the potential for errors and gives you and your clients a smooth and accurate service.

You can do most transactions online for your clients, including:

- Generating client-specific illustrations.
- Submitting online applications for new business.
- Crystallising your client’s SIPP to drawdown.
- Online trading.
- Topping up existing products.
- Setting up withdrawals.

Find out more in our **[sending forms by email guide](#)**.

#### 6. Do you offer online access for clients and what functionality can they carry out?

To help protect your clients, you have control over the online access that they have. There are three levels of access that you can choose to give to your clients, depending on the proposition and services that you’re offering to them.

**No online access** – this satisfies the client who wants you to take complete control of all their investment decisions.

**View access** – view-only access allows your clients to see information but not transact, allowing them to access their own valuations and online statements.

**Self-serve access** – with full online access your clients will be able to carry out their own transactions online, such as opening an ISA or GIA (gate 2 or above), making their own contributions and switching their investments.

#### 7. Do you offer execution only business?

We strongly believe that financial advice plays a key role in supporting customers. However we also understand that there can be circumstances where an execution only arrangement can satisfy a certain need. At Aegon we do allow for customers that were introduced to our service by an adviser to carry on transacting with their account if they no longer have that relationship with their adviser. They’ll move to standard pricing terms and will no longer be able to benefit from any adviser specific pricing (if applicable).

#### 8. Do you provide paperless documents?

Your clients can select to receive Online documents from their profile. If your client also has an email address entered on our system, they’ll be able to stop receiving certain documents by paper. You can view a list of the **[documents your client will no longer receive by paper](#)**.



# Additional tools





# Additional tools

## 1. What is the full list of tools you have available?

### Asset selection and research tools

- **Asset selector** – search for all funds, based on manager and sector. You’ll see all the investments matching your search criteria plus links to fund factsheets and charting tools for each investment.
- **Fund charting** – the same fund charting capability as above, but you can see multiple funds at the same time.
- **Portfolio scanner** – create a virtual portfolio from the asset selection shortlist. Then choose a sector (for example, ABI Smaller Companies), or index to benchmark it against.
- **CGT reporting tool for GIAs** – gives you the information needed to manage a client’s CGT liabilities. This makes it easy to track profit and loss and manage potential CGT liabilities. You can also use our scenario planner to check the CGT impact before placing a trade.

### Continuous Professional Development hub

We can help you meet your structured CPD goals. Watch webinars from investment updates to the latest thinking around financial wellbeing and our latest research into changing retirement landscapes with our Second 50 report. Then complete the questions and collect your CPD

certificate. You need to complete a minimum 35 hours of CPD for retail investment activities each year, of which at least 21 hours must be structured.

You can find our CPD eligible content on the **CPD hub**.

### Financial wellbeing hub

Financial wellbeing is how people feel about the control they have over their financial future and their relationship with money. It’s about focusing on the things that make their life enjoyable and meaningful – both now and in retirement.

At Aegon, we believe getting more people to access financial advice will improve their financial wellbeing. And our role is to help you encourage your clients to plan for their futures – whatever that may bring. Visit our **Money:mindshift hub** to find our latest research, guidance and support helping you to identify new advice opportunities. You can also try our financial wellbeing tool and our Best life tool with your clients to help them identify areas of their financial wellbeing you can work on together.

### Client planning tools

Members of workplace schemes and clients have access to a range of online planning tools to help them plan, save and budget for their future. Your **Retirement Planner**, our dedicated site that allows your clients to review the different options available to them at retirement, includes:

- **Retirement needs calculator** – enter details of essentials, desirables and luxuries to see the level of income they’ll need in retirement to cover these expenses.
- **Retirement income planner** – clients can compare what they’ve saved with what they’ll need, and review the different options available to them in retirement.





## 2. What are the key features of your Capital Gains Tax reporting?

Our CGT tool is designed around seven key areas:

- **Adviser Dashboard** – an overview of realised gain, unrealised gain and the current market value.
- **Valuation** – provides the view of the profit status of each asset held.
- **Cost Base Enquiry** – use this to drill down to see the basics for the gains/losses we show.
- **Historical cost base** – enter the original cost of re-registered assets onto the platform for accurate view of gains/losses.
- **Reports** – generate realised and unrealised gain reports.
- **Transfers** – manage the taxable status of asset transfers between clients.
- **Scenarios** – analyse the impact of potential sales on your client’s existing CGT position.

Find out more in our [\*\*CGT tool general overview guide.\*\*](#)

## 3. What portfolio planning tools are available?

ARC offers the functionality for you or DFMs to create your own model portfolios to match the investment proposition offered to your clients:

- Once established, you can change asset allocations and investment composition at any time for one or all model portfolios, providing excellent flexibility. If you make changes to a model portfolio, the client’s holdings will realign to reflect this.
- If you select a model portfolio at application stage, we’ll pre-populate the online application form with the appropriate mix of investments. There’s no additional charge for using the online model portfolio functionality.
- You can move clients between model portfolios, allowing you to move them to the latest version when they provide you with authority.

## 4. Are your platform tools outsourced?

We work with the following providers to help us deliver a rounded offering to our Tools available on the platform:

- Finocomp supplies the CGT tool.
- FEfund info supply Asset Selector and PScan functionality.



# Terms and conditions





# Terms and conditions

## 1. What level of contact do you have with regulators?

Aegon Investment Solutions Ltd is authorised and regulated by the Financial Conduct Authority. Its Financial Services Register number is 543123.

Aegon regularly meets with the FCA. This includes members of our executive management team and non-executive directors in attendance at FCA meetings throughout the year.

We also regularly meet with government officials to help input within the wider pensions consultations with our technical experts.

## 2. How do you Treat Customers Fairly?

The FCA define six customer outcomes that every financial firm must satisfy. We have a strong governance structure in place to ensure we meet our commitments and treat all our customers fairly.

Our regulatory function provides support, practical assistance and advice on Treating Customers Fairly. They work closely with each area's leadership team to identify and address fair treatment of customers issues.

Every area of our business tracks elements of management information to make sure we meet our targets and we keep a close watch on regular survey results, performance against standards and any level of complaints.

## 3. What measures do you have in place for Consumer Duty?

Our product oversight and governance summaries include the target market for each product and main features and characteristics, and risks. We've updated our summaries with the outcomes of our value assessments for all open products – you can find the Aegon Platform summaries on our **Product oversight and governance library**. We're in the process of adding value assessments for our closed-book products, which have a later deadline. Please keep checking back if you can't find what you're looking for.

To find out what we're doing to make sure we're delivering good outcomes, take a look at our **Delivering fair value through our retail products** guide.

## 4. What is your complaints procedure?

We have a robust complaints process in place that records and monitors all complaints and adheres to the FCA complaint handling procedures. We record all feedback to make sure we capture all issues and not only official complaints. If you have any complaints, please contact our Client Services team, or you can find out more on the **complaints section** of our website.

## 5. Do you have a best execution policy?

We follow the Aegon retail Order execution policy. This policy is the framework for how we meet our regulatory obligations to take all sufficient steps to obtain the best possible result for our customers, taking into account relevant execution factors, or when submitting orders to others for execution, otherwise known as best execution. For more information please refer to our **Order execution policy summary document**.





**6. Do you reclaim tax relief for my clients?**

We reclaim tax relief from HMRC on behalf of your clients in accordance with the application instructions. Clients who pay higher than basic-rate tax can reclaim any additional pension tax relief from HMRC.

This information is based on our understanding of current taxation law and HMRC practice, which may change. The value of any tax relief depends on the individual circumstances of the investor.

**7. Why is Aegon passionate about empowering customers to help live their best life?**

We want to enable people, through advisers, to make empowered choices for the moments that matter. We believe financial wellbeing can be improved with access to financial advice, financial education and guidance. And advisers are in an unparalleled position to understand clients’ deeper, intrinsic motivations – their joy and purpose now, and what will make their lives enjoyable and meaningful in the future.

We believe advisers can be the bridge between money and happiness.

Plus, as the first founding partner of the **Institute for Financial Wellbeing (IFW)**, we’re continually working with advisers to help them fully embed wellbeing into their business, and equipping clients with tools to help them have a better relationship with money and control over their financial futures.

**8. Where can I view your full terms and conditions?**

The terms and conditions of using ARC can be found in the **Terms of business**.





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