

# Advisor Portal.

Account creation, user self-management and using services

Version Ci UK 1.0.0

# Disclaimer

The information contained in this document has been prepared by the Management of ZILO™ TECHNOLOGY LIMITED (“the Company”). This information is strictly private and confidential and may not be shared or forwarded to other parties without the express written agreement of a director of the company.

The information has not been verified by the Company and the Company or any of their respective subsidiaries, representatives, partners, directors, officers, employees, advisors or agents (the Relevant Parties) make any representation, warranty or undertaking, express or implied, as to the accuracy or completeness of the contents of this document or for any other written or oral information transmitted or made available.

No responsibility is accepted by the Relevant Parties to the recipient of this document or to anyone else for its contents. The document contains statements, estimates and projections provided by the Company which reflect various assumptions on anticipated results and are subject to significant business, economic and competitive uncertainties, and contingencies, many of which are beyond the control of the Company.

No representation, warranty, undertaking, or assurance is given by any Relevant Party as to the accuracy, completeness, or achievability of such statements, estimates and projections. The contents of this document should be regarded by the recipient as being insufficient to form the basis of an investment decision, for which further investigation, analysis and consideration would be required.

Nothing contained herein shall be relied upon as a promise or representation whether as to past or future performance. This document and its contents are confidential and may not be provided or otherwise communicated to anyone other than those persons to whom it has specifically and knowingly been communicated by the company and may not be considered as containing investment advice other than by express written agreement with the company.

This information will not and may not be issued by the company nor otherwise made available to any person in the United Kingdom unless the company believes that person to be “an expert investor” (called “Professional Client” for purposes of the rules of the Financial Conduct Authority), that is a person sufficiently expert to understand the risks involved in the proposed transaction and/or a person having professional experience in matters relating to investments, as described respectively in 3.5.2 and 3.5.3 of the Financial Conduct Authority's Conduct of Business Sourcebook and Article 19 of the Financial Services and Markets Act 2000 (Financial Promotion) Order 2005.

Copies of the relevant regulations will be made available on request. It is the responsibility of any persons outside the United Kingdom, the Channel Islands, and the Isle of Man to whom this document is provided to inform themselves of and observe all relevant legal restrictions in relation to this document and its contents.

This document is protected by copyright laws (all rights reserved) and may be used solely by you in connection with permitted access and use the Aegon Asset Management Digital Portal to which this document relates. Use of this document and the Aegon Asset Management Digital Portal is subject to the “Digital Portal Terms and Conditions of Use” available on entry to the portal and on our website, at [www.aegonam.com/client-portal-agent\\_distributor](http://www.aegonam.com/client-portal-agent_distributor)

Creating new Advisor Portal users.....	5
Creating a new Advisor Portal account-unregistered advisor .....	6
Downloading an Advisor Registration Form .....	14
Uploading documents at registration.....	16
Completing registration-email received.....	19
Completing registration-secure message .....	21
Creating a new Advisor Portal account-registered advisor .....	23
Creating a new Advisor Portal Account-temporary account.....	31
Logging into your account .....	37
Existing Advisor Portal login-clients linked .....	37
Existing Advisor Portal login-clients not linked.....	40
Account login error-password is incorrect.....	43
Account management.....	45
Verifying advisor details .....	45
Editing advisor details .....	46
Reset password .....	48
Forgotten password-reset request .....	50
Forgotten username-reminder request email .....	55
Forgotten username-reminder request mobile number .....	57
Portal services.....	59
Viewing your client holdings .....	59
Viewing clients with outstanding AML requirements .....	61
Viewing detailed information about a particular client.....	63
Viewing detailed information about a particular client account.....	65
Viewing detailed information about a particular client's transactions.....	67
Downloading a contract note for a client's transactions.....	69
Downloading a report on a client's transactions.....	71
Downloading a report on your client's account details.....	74
Downloading a report on your client's holdings.....	76
Viewing secure messages-dashboard .....	78
Viewing secure messages .....	79
Marking secure messages as read .....	81
Viewing secure message history .....	83
Replying to a secure message .....	85

Creating a secure message .....	88
Downloading a report on secure messaging .....	90
Viewing documents .....	92
Filtering documents based on date .....	94
Searching documents based on document type .....	96
Uploading documents .....	98
View advisor details .....	101
View detailed information for you advisor .....	103
Download a report about advisors .....	105
Document history .....	107

## Creating new Advisor Portal users

New portal users may be created in different ways depending on the circumstance:

1. A new portal user who does not have an Aegon advisor number.
2. A new portal user who has an Aegon advisor number.

## Creating a new Advisor Portal account-unregistered advisor

An advisor who is not registered as an advisor with Aegon you can create a portal account and submit an advisor registration form.

### Prerequisites

- A valid email address for identity verification.
- A valid UK mobile number for two-factor verification.

### Post-conditions

After initial registration is complete, you must download the advisor registration form. You must complete this form and then upload it back to the portal. Additionally, you may be asked to provide additional documentation.

Once your account and advisor registration are authorized, you will receive an email and secure message informing you that your account has been successfully created.

### Create a new account:

1. Navigate to the Advisor portal.

#### Information

Have a question? Contact us

**Zilo**

Total value of holdings  
£445,000.00 [View details](#)

Total number of clients  
30 [View details](#)

Outstanding KYC/AML

CLIENT NAME	CLIENT ID	CLIENT TYPE	STATUS	ACTION
James Ford	107020000 1000	Individual	Pending	<a href="#">View details</a>
Graham	107020000 1000	Individual	Pending	<a href="#">View details</a>
Stephen	107020000 1000	Individual	Pending	<a href="#">View details</a>

Secure messages

Terms & Conditions

How to use portal?

**Welcome to Zilo Advisor Portal**

Please select from the option below

**Existing portal user**  
Sign in

**New portal user**  
Set up

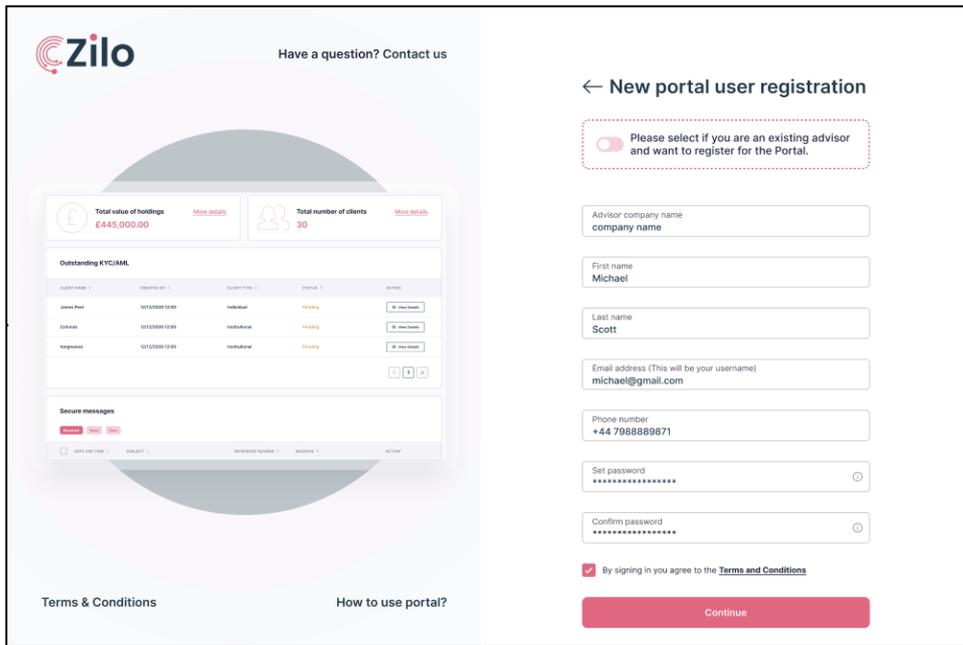
If you don't have an existing account and would like to speak to us, please [contact us](#)

2. Select *New Portal User*.

#### Information

**New portal user**  
Set up

#### Result



3. Enter your *Advisor company name*.

**Information**

Advisor company name  
company name

4. Enter your *First name*.

**Information**

First name is first given name.

**Example**

First name  
Michael

5. Enter your *Last name*.

**Example**

Last name  
Scott

6. Enter your *email address*.

**Example**

Email address (This will be your username)  
michael@gmail.com

**Note**

Your email address will be used as your username.

You will be sent an email to this address as part of the mandatory verification process. You must respond to this message to continue with the account setup process.

7. Enter your mobile number.

### Example

Phone number +44 7988889871
--------------------------------

### Note

A verification code will be sent to this phone number.

8. Enter the password you want in the *Set password* box.

### Information

Functions	Requirements
Length	8-16 characters
Characters type	Alphanumeric - both letters and numbers
Case	Lower and upper cases

### Result

Set password *****
-----------------------

9. Re-enter the same password in the *Confirm password* box.

### Result

Confirm password *****
---------------------------

### Note

You should carefully read the terms and conditions of using the portal before agreeing to them.

10. Select the box to *agree to the Terms and conditions*.

### Information

<input checked="" type="checkbox"/> By signing in you agree to the <a href="#">Terms and Conditions</a>
---------------------------------------------------------------------------------------------------------

### Note

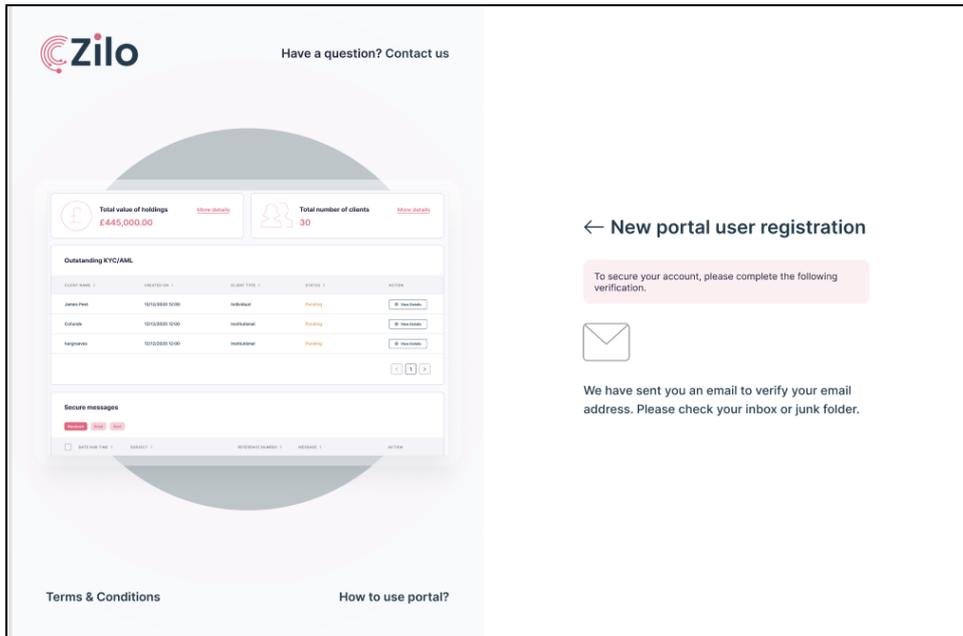
You can view the terms and conditions for using the portal by selecting *Terms and Conditions*.

11. Select *Continue*.

### Information

Continue

## Result



12. Go to your email account and find the verification email.

## Information

This is the email account you specified earlier during registration.

## Example



## Note

The email will be from help@ziloglobal.

The email may be in your junk mail folder.

ZILO™ are our technology partners.

13. Select the link in the email.

## Result

You will receive a confirmation that your email has been validated.

Your email address has been validated. You will be directed to the sign in page in 5 seconds. [Click here](#) to sign now

You will be required to sign-in using the username and password you selected.

← Existing portal user login

Email address

Password

By signing in you agree to the [Terms and Conditions](#)

Continue

[Forgot password?](#) [Forgot username?](#)

16. Enter your *Email address*.

**Result**

Email address  
michael@gmail.com

17. Enter your *Password*.

**Result**

Password  
\*\*\*\*\*

**Note**

You can view the terms and conditions of using the portal.

18. Select the box to *agree to the Terms and Conditions*.

**Information**

By signing in you agree to the [Terms and Conditions](#)

19. Select *Continue*.

Continue

**Result**

You are now required to verify your mobile phone number.

← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxx9871

Enter phone verification code  
23232

Enter the 6 digit code sent to 079\*\*\*\*9871 Expires in 30s

Verify

14. Enter the *phone verification code*.

### Information

The verification code is sent to the mobile phone number you specified during registration.

### Example

33533  
Enter phone verification code

### Note

The verification code is time sensitive. You have 5 minutes to enter the verification code. The code is sent to the mobile number you specified at registration.

If you do not receive the code, or the time expires, select resend. The code will be resent.

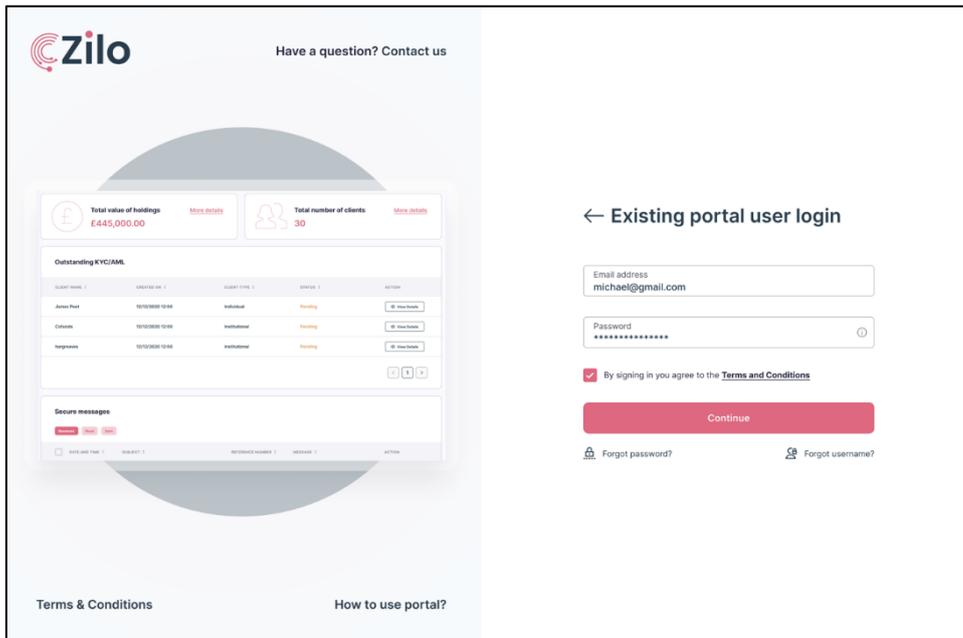
15. Select *Verify*.

### Information

Verify

### Result

You are required to sign in using the password and email you selected.



16. Enter your *Email address*.

**Example**

Email address  
michael@gmail.com

17. Enter your *Password*.

**Example**

Password  
\*\*\*\*\*

18. Select the box to *agree to the Terms and Conditions*.

**Information**

By signing in you agree to the [Terms and Conditions](#)

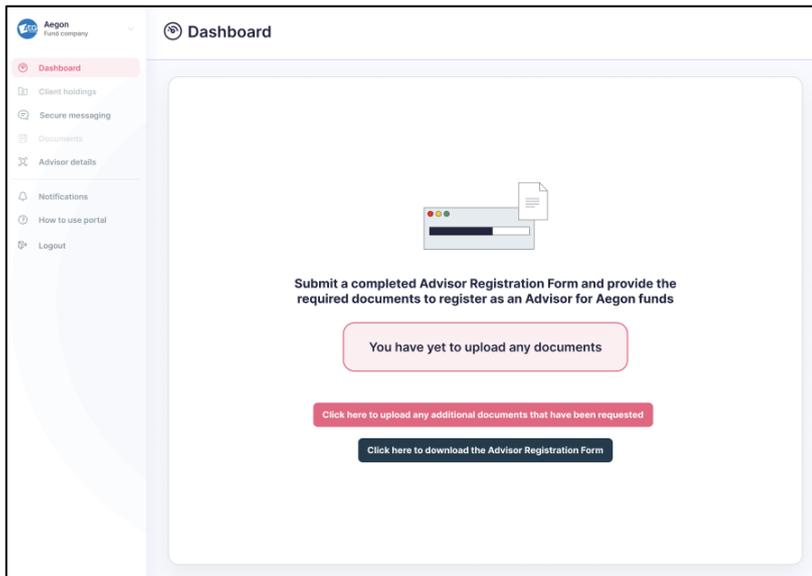
19. Select *Continue*.

**Information**

Continue

**Result**

On successful login, you are taken to the dashboard. Until registration is completed, you can only access a limited range of portal functionality.



## Note

You must download and complete the Advisor Registration form. You may also be required to upload other documents; you will receive a secure message informing you.

After it is completed, you must upload the form using the document upload facility.

## Downloading an Advisor Registration Form

After completing the initial registration to the portal, an advisor who has not previously registered with Aegon must download the Advisor Registration Form.

On successful registration to the portal, you are taken to the dashboard. You have limited access to portal functionality until your registration is authorised. You must download the Advisor Registration Form, complete it, and upload it using the document upload facility.

### Prerequisites

- You must have successfully registered as a portal user.

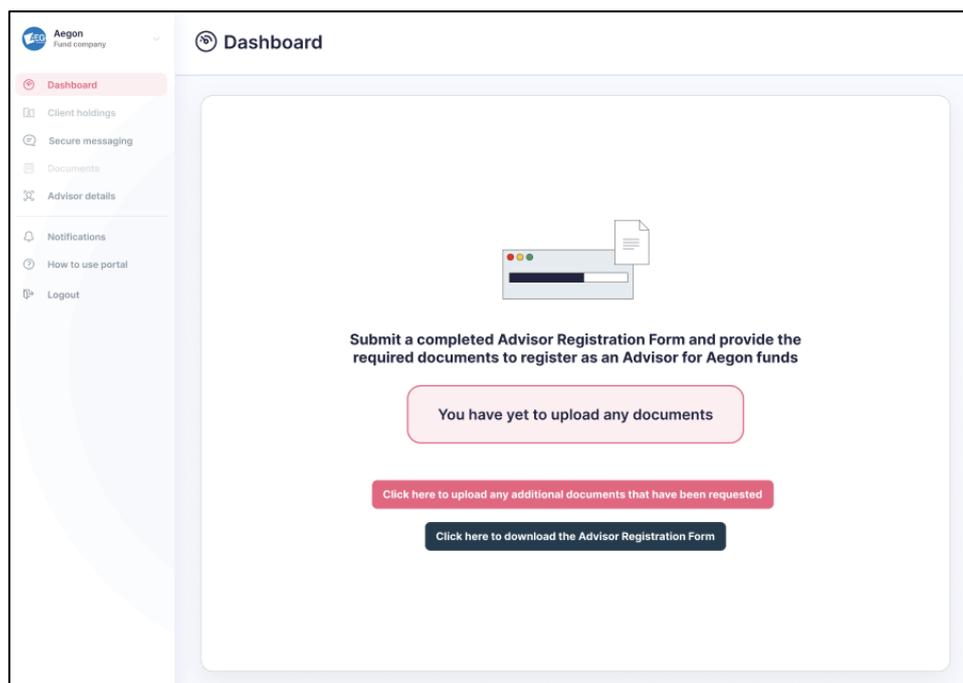
### Post-requisites

- You must upload the completed form to the portal.
- You must provide any documents that are required.

### Download a form:

1. Select *Download the Advisor Registration Form*.

### Information



2. Select *Download now*.

### Information

The file is downloaded and visible in your download queue.

### Result

The Advisor Registration Form is downloaded.

**Advisor Setup Request**

Date: \_\_\_\_\_  
 Asset Management Company: Aegion Asset Management UK plc

**Advisor Details**

Advisor Name\*: \_\_\_\_\_  
 FCA Number\*: \_\_\_\_\_  
 Advisor Type\*: Authorized Not authorized  
 Advisor Sub-Type\*: Advisor Execution Only  
 Network Agent (if applicable): \_\_\_\_\_

**Advisor Contact Details**

Email Address\* (same as Portal username): \_\_\_\_\_  
 Phone Number: \_\_\_\_\_  
 Mobile Number\*: \_\_\_\_\_  
 Fax Number (if applicable): \_\_\_\_\_  
 Registered Address\*: \_\_\_\_\_  
 Correspondence Address\*: \_\_\_\_\_  
 Preferred Contact Method\*: Email Post Secure Message  
 Suppress Mail: Yes No

**Advisor Bank Details**

Account Name\*: \_\_\_\_\_  
 Account Description: \_\_\_\_\_  
 Bank or Building Society Name\*: \_\_\_\_\_  
 Currency\*: \_\_\_\_\_  
 Sort Code\*: \_\_\_\_\_  
 Bank or Building Society Account Number\*: \_\_\_\_\_  
 IBAN Number (if applicable): \_\_\_\_\_  
 SWIFT/BIC Code (if applicable): \_\_\_\_\_  
 ABA Number (if applicable): \_\_\_\_\_  
 Bank Address\*: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

---

I/We authorize you to set up an advisor code using the above details.

\_\_\_\_\_

Should you require anything further, please do not hesitate to contact us via secure message on Advisor Portal.

\_\_\_\_\_

Authorized Signatory Capacity: \_\_\_\_\_ Authorized Signatory Capacity: \_\_\_\_\_

PLEASE NOTE this instruction must be sent on company headed paper and dual signed by two authorized signatories stating their capacity. This instruction can be submitted via Document Upload on Advisor Portal.

\* Fields marked with asterisk (\*) are mandatory fields.

**Note**

You must complete this form and upload it using the document upload facility.

## Uploading documents at registration

You may be asked to upload documents at registration. Your account will have limited access to portal functionality until your documents have been uploaded. Once your documents have been approved, your account must then be authorised.

### Uploading documents:

1. Select *click here to upload additional documents that have been requested*.

#### Information

[Click here to upload any additional documents that have been requested](#)

#### Result

Upload documents ×

Document description  
Other Document

Fund company  
Aegon

Document type  
Please select

Upload Now

#### Information

Function	Purpose
Document Description	Select a description that best matches document being uploaded.
Fund Company	Select the name of the fund company.
Document Type	Select the type of document being uploaded.

2. Select *Document description*.

#### Example

Document description  
Other Document

3. Select *Fund company*.

#### Example

Fund company  
Aegon

4. Select *Document type*.

#### Information

Document type  
Please select

## Example

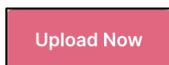


5. Optionally, select + to add more documents.

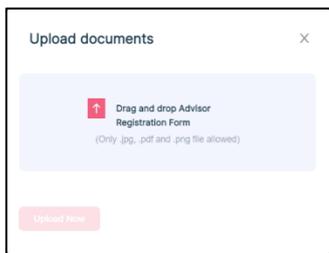
## Information



6. Select *Upload Now*.



## Result



7. Select *drag and drop* specified documents.

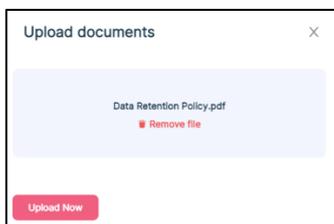
## Information



## Note

You must upload the correct document for the document type selected.

## Result



## Note

You can remove documents by selecting remove.



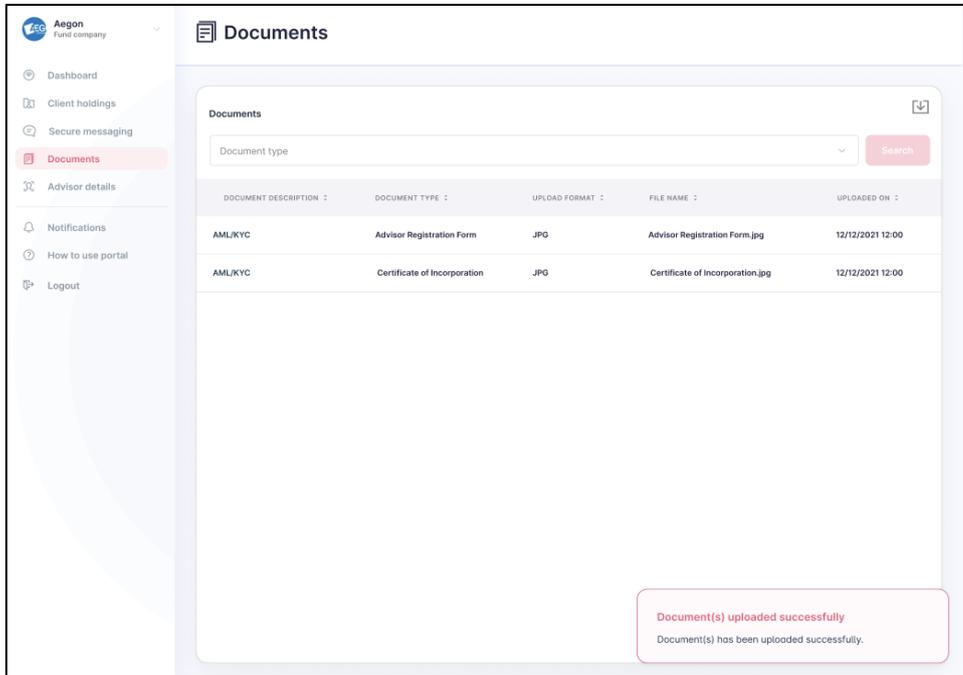
8. Select *Upload Now*.

## Information

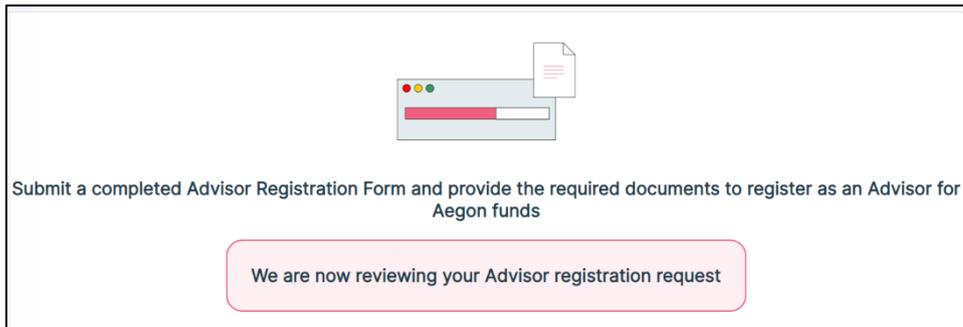
Upload Now

## Result

You will see a temporary message indicating document upload was successful.



The following message will be displayed:



Your request is successfully submitted. You must wait for authorisation before you can use the full functionality of the portal.

The application must be reviewed.

## Completing registration-email received

When your registration request has been reviewed and approved, you will receive an email in the email account you specified during registration.

You will be contacted if there are any problems with approving your application.

### See email notification:

1. Navigate to your email account.

#### Information

This is the email account you specified during registration.

2. Find the email.

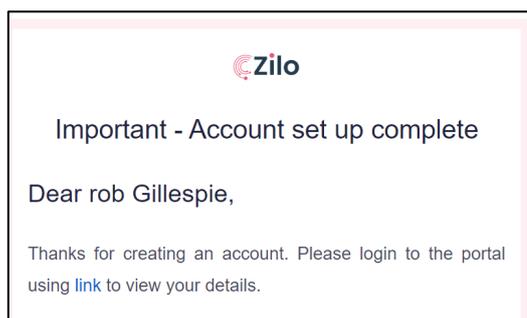
#### Information

The mail will be from help@ziloglobal.

The email may be in your junk mail folder.

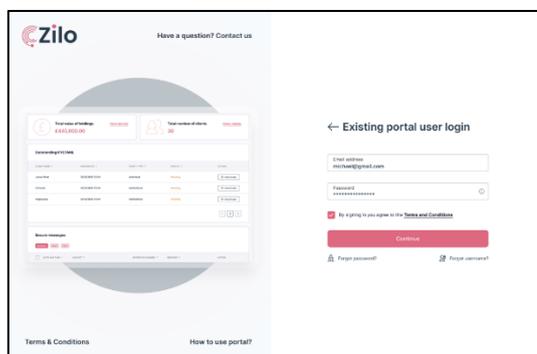
ZILO™ are our technology partners.

#### Result



3. Select the *link*.

#### Result



On signing in, if no business has been concluded or, no accounts have been linked to the advisor, the dashboard will appear but without account information. A message will be displayed advising you of this.

Aegon  
Fund company

powered by ZING

### Dashboard

- Dashboard
- Client Holdings
- Secure messaging 1
- Documents
- Advisor details
- How to use portal

**KD** Katerina Dek...  
Advisor



**You have no clients linked to this Advisor account yet.**  
Please provide your Aegon financial advisor code to your clients for them to initiate the account linkage.

## Completing registration-secure message

In addition to receiving an email, you will also receive a secure message.

### View:

1. Navigate to *Secure messaging* using the left-hand side navigation panel.

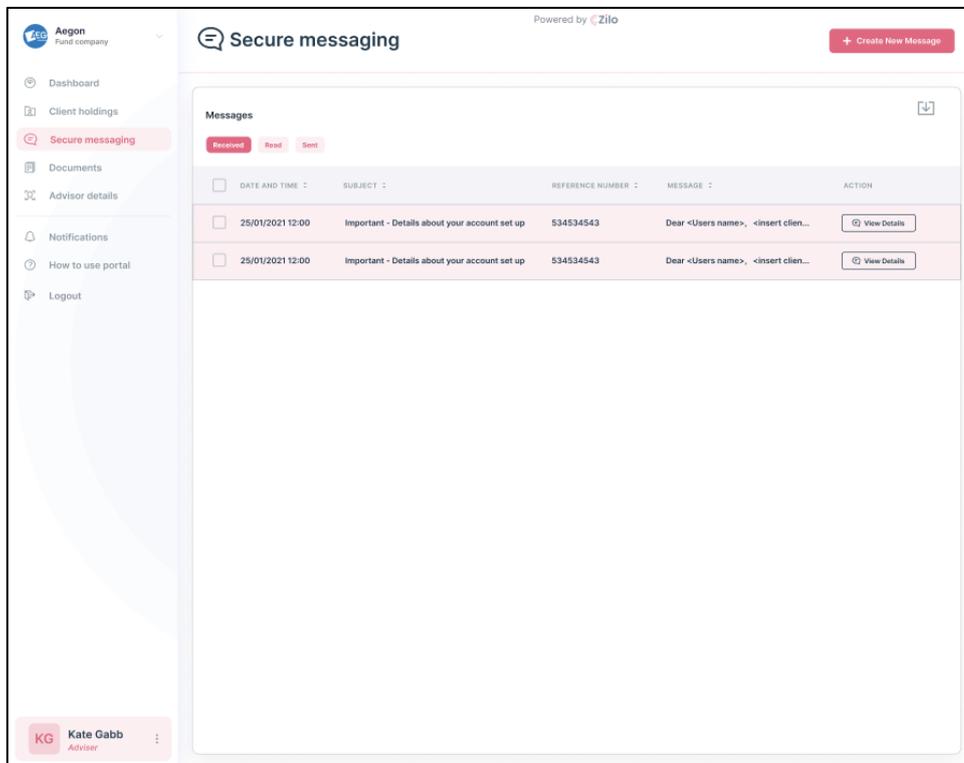
### Note

You will only receive a secure message once we have created a new advisor account (triggered by the document upload of the advisor form).

### Information



### Result

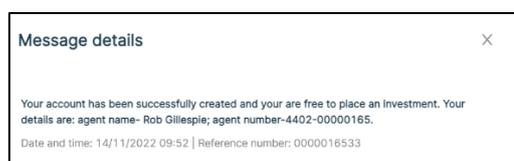


2. Select *View Details*.

### Information



### Result



You can now verify and edit your advisor details.



## Creating a new Advisor Portal account-registered advisor

An advisor who is registered as an advisor with Aegon can create a portal account.

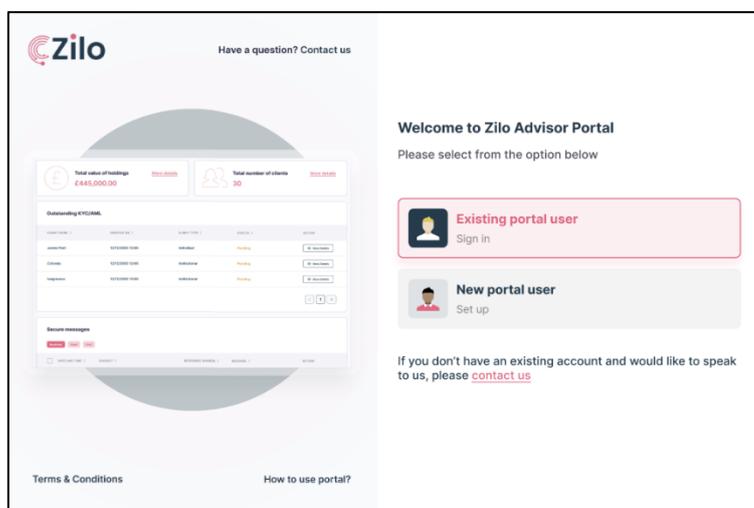
### Prerequisites

- A valid email address for identity verification.
- A valid UK mobile number for two-factor verification.
- An Aegon advisor number.
- An FCA reference number.

### Create a portal account:

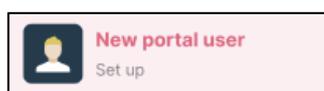
1. Navigate to the Advisor Portal.

#### Information

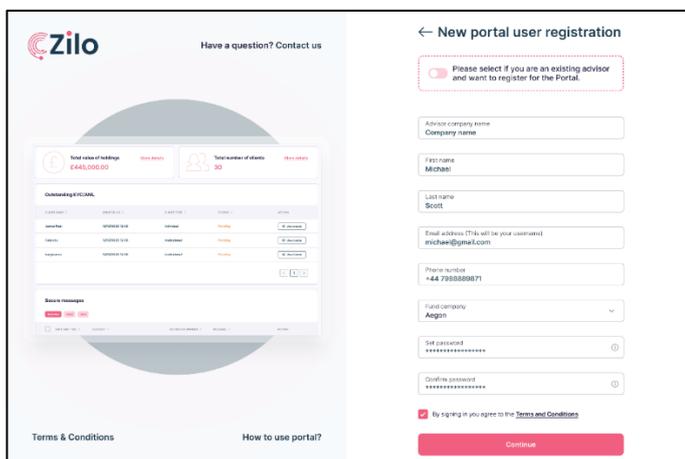


2. Select *New Portal User*.

#### Information

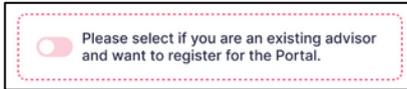


#### Result



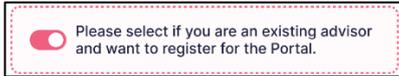
3. Select the slider.

### Information



Please select if you are an existing advisor and want to register for the Portal.

### Result



Please select if you are an existing advisor and want to register for the Portal.

4. Enter your *Advisor company name*.

### Example



Advisor company name  
Capital Idea IFA

### Note

You must use the registered company name.

5. Enter your *first name*.

### Example



First name  
Brendan

6. Enter your *last name*.

### Example



Last name  
Scott

7. Enter your *email address*.

### Example



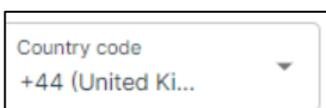
Email address  
ifabfergus@mailsac.com

### Note

Your email address will be your username. An email will be sent to this address as part of verifying your identity.

8. Select your mobile phone number Country code.

### Example



Country code  
+44 (United Ki...)

9. Enter your mobile phone number.

### Example

### Note

The number must be in international format: *[+] [country code] [mobile number]*.

A verification code will be sent to this phone number.

10. Enter your password.

### Information

Functions	Requirements
Length	8-16 characters
Characters type	Alphanumeric - both letters and numbers
Case	Lower and upper cases

### Result

11. Re-enter the same *password* in the *Confirm password* box.

### Result

12. Enter your *Aegon advisor number*.

### Result

13. Enter your *FCA reference number*.

### Result

### Note

You should carefully read the terms and conditions of using the portal before agreeing to them.

14. Select the box to *agree to the terms and conditions*.

### Information

 By signing in you agree to the **Terms and Conditions**

## Note

You can view the terms and conditions for using the portal by selecting *Terms and Conditions*.

## Result

The continue button becomes available.

**Zilo** Have a question? Contact us

### ← New portal user registration

Please select if you are an existing advisor and want to register for the Portal.

First name  
Michael

Last name  
Scott

Email address (This will be your username)  
michael@gmail.com

Phone number  
+44 7988889871

Set password  
\*\*\*\*\*

Confirm password  
\*\*\*\*\*

Aseon advisor number  
2423423424

FCA reference number  
34334

By signing in you agree to the [Terms and Conditions](#)

**Continue**

Terms & Conditions      How to use portal?

15. Select *Continue*.

## Result

**Zilo** Have a question? Contact us

### ← New portal user registration

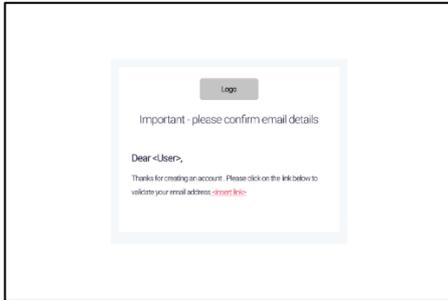
To secure your account, please complete the following verification.

We have sent you an email to verify your email address. Please check your inbox or junk folder.

Terms & Conditions      How to use portal?

16. Navigate to your email account and open the email.

### Information

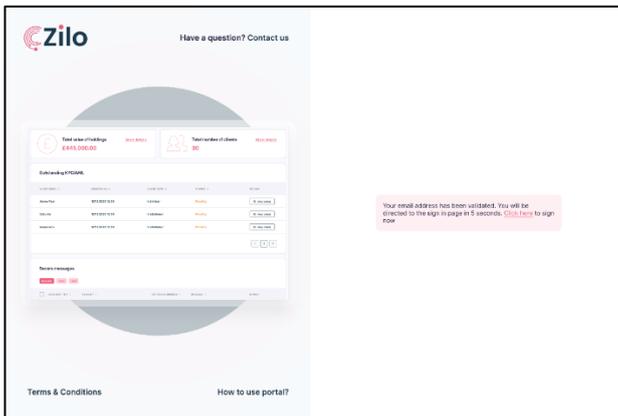


17. Select the link in the email.

### Information

Selecting the link validates your email address.

### Result

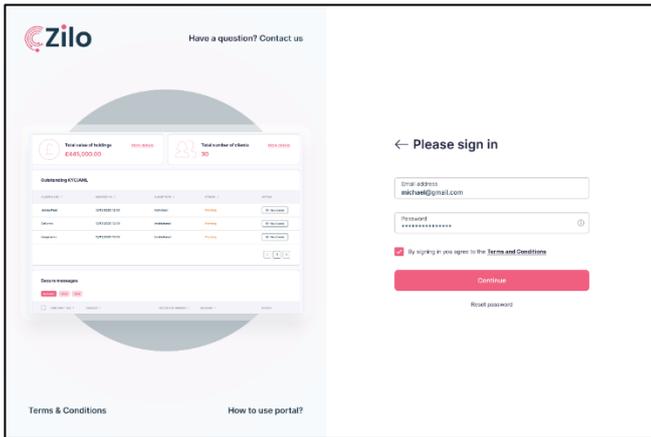


18. Select the link on the screen.

### Result



You are directed to sign into your account.



19. Enter your email address.

### Information

Your email address is your username that you registered previously.

20. Enter your password.

### Information

This is the password you created previously.

### Note

You should carefully read the terms and conditions of using the portal before agreeing to them.

21. Select your agreement with the terms and conditions of using the portal.

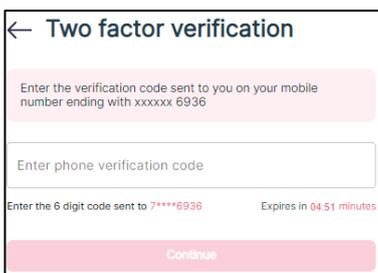
### Result

The continue button becomes available.

22. Select *Continue*.

### Result

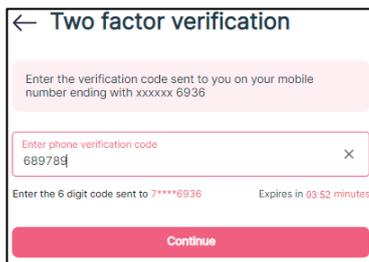
A one-time passcode is sent to your registered mobile number. The code is time sensitive. You have 5 minutes to enter the code before it expires. If it expires, you must request that a new code to be sent.



23. Enter the code.

### Result

The continue button becomes available.



← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxxx 6936

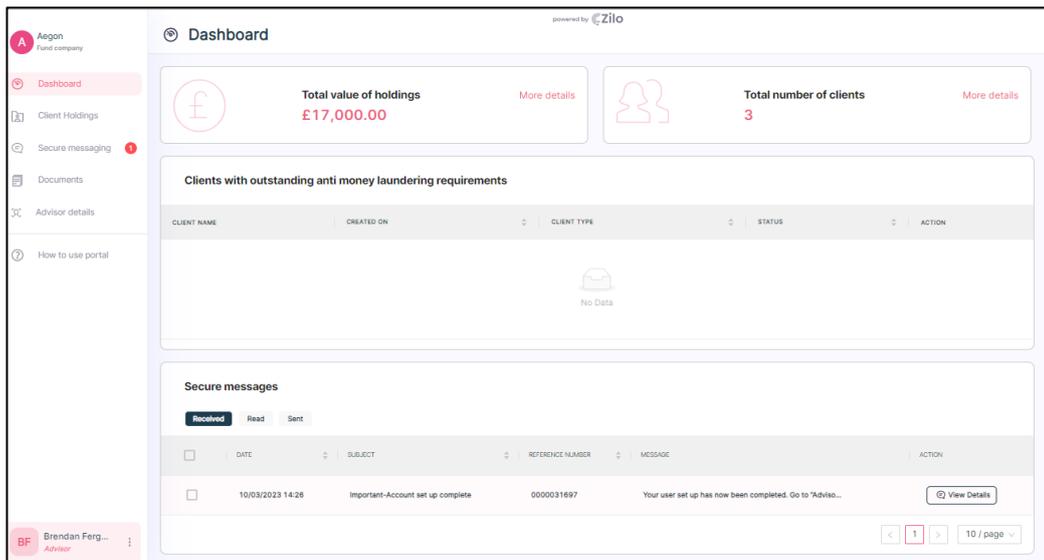
Enter phone verification code  
689789

Enter the 6 digit code sent to 7\*\*\*\*6936 Expires in 03:52 minutes

Continue

24. Select *Continue*.

## Result



powered by Zilo

**Dashboard**

Total value of holdings  
£17,000.00

Total number of clients  
3

Clients with outstanding anti money laundering requirements

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
No Data				

Secure messages

DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
10/03/2023 14:28	Important-Account set up complete	0000031697	Your user set up has now been completed. Go to "Adviso..."	View Details

Brendan Ferg...  
Advisor

You will be sent an email to confirm portal user account set-up.



Zilo

Important - User set up completed

Dear Brendan Fergus,

Your user set up has now been completed. Please login to the portal link to access your account.

You will also be sent a secure message.



Dear Capital Idea IFA,

Date: 10 March 2023

This email is from Aegon Asset Management UK ("Aegon"). It relates to your advisor reference number with Aegon \*\*\*\*\*18

We have sent a secure message to your Aegon portal inbox.

**How to read your messages:**

1. Logon to your account on the Aegon portal with your desktop browser.
2. Select on the Secure Messages button.

If you need to respond to this secure message, advice is provided.

**Security**

When we contact you by email, we will refer to you by your agent name and only detail the last two digits of your intermediary reference number with Aegon.

Please ensure that you keep details of your account safe and secure and do not share these details with others. If you receive any email you consider to be suspicious, please contact us by using the secure message facility available in your online account.

Do not respond to this email with an email, the inbox is unattended.

Aegon Asset Management UK plc (Company No. SC1118805) is registered in Scotland at 3 Leaside Crescent, Edinburgh EH12 9SA and is authorised and regulated by the Financial Conduct Authority. It is the authorised corporate director of Aegon Asset Management UK SIC (SAIUK SIC), registered in Scotland, registered no. SC100009 at 3 Leaside Crescent, Edinburgh EH12 9SA. Aegon Asset Management UK Investment Portfolios (VIC) (SAIUKIP (VIC)), registered in England, registered no. 0202988 at The Leadenhall Building, 122 Leadenhall Street, London, EC3N 4AB, and authorised fund manager for Aegon Asset Management UK Unit Trust, an authorised unit trust, AAIUK (VIC) and AAIUKIP (VIC) are investment companies with variable capital.

SPE AA1

## Creating a new Advisor Portal Account-temporary account

An advisor can request that a temporary account is created. This will enable the advisor to communicate with the Transfer Agent securely.

This option could be used if the advisor has questions that need to be answered before a full registration is completed.

### Create a temporary account:

1. Navigate to the Advisor Portal.

#### Information

The screenshot shows the Zilo Advisor Portal interface. On the left, there's a dashboard with the Zilo logo and a 'Have a question? Contact us' link. Below the logo, there are two summary cards: 'Total value of holdings' at £445,000.00 and 'Total number of clients' at 30. A table titled 'Outstanding KYC/AML' lists clients with columns for client name, address, client type, status, and action. Below the table is a 'Secure messages' section. On the right side, a 'Welcome to Zilo Advisor Portal' message asks the user to select an option: 'Existing portal user' (Sign in) or 'New portal user' (Set up). At the bottom right, a note states: 'If you don't have an existing account and would like to speak to us, please [contact us](#)'.

2. Select *Contact us*.

#### Information

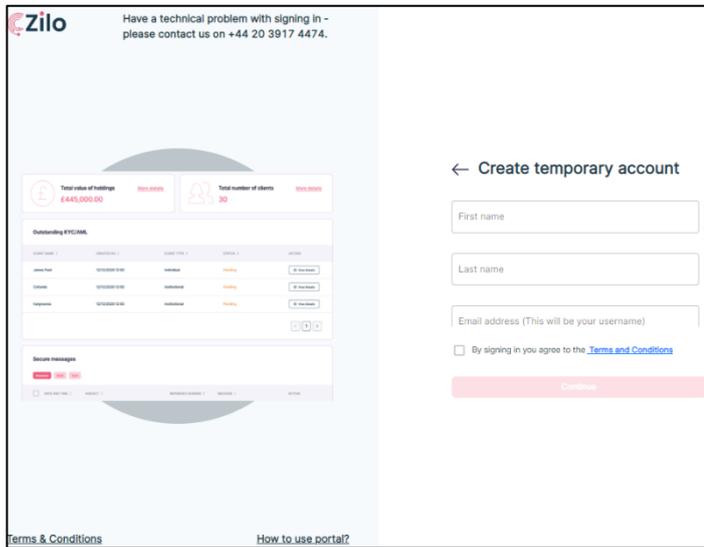
If you don't have an existing account and would like to speak to us, please [contact us](#)

#### Result

The screenshot shows a dark blue background with the following text: 'Temporary Account. Please click below to create a temporary account in order for us to communicate with you to try to resolve any issues. Subject to these issues being resolved this temporary account will be established as your ongoing account. Access to and record of the temporary account will be removed 90 days after the last login.' Below the text is a red button labeled 'Create Temporary Account' and a link 'Already have an account? Login Now'.

3. Select *Create Temporary Account*.

### Result



4. Enter your first name.

### Example

First name  
Brendan

5. Enter your last name.

### Example

Last name  
Scott

6. Enter your email address.

### Example

Email address  
michael@gmail.com

### Note

Your email address will be your username. An email will be sent to this address as part of verifying your identity.

7. Select your mobile phone number Country code.

### Example

Country code  
+44 (United Ki..

8. Enter your mobile phone number.

### Example

### Note

The number must be in international format: *[+] [country code] [mobile number]*.

This phone number will be sent a security code as part of the mandatory verification procedure. A new security code is required each time you log in to your account.

9. Enter your password.

### Information

Functions	Requirements
Length	8-16 characters
Characters type	Alphanumeric - both letters and numbers
Case	Lower and upper cases

### Result

10. Re-enter the same *password* in the *Confirm password* box.

### Result

### Note

You should carefully read the terms and conditions of using the portal before agreeing to them.

11. Select your agreement with the terms and conditions of using the portal.

### Result

The *Continue* button becomes available.

← Create temporary account

First name  
Pei

Last name  
San

Email address (This will be your username)  
ifapelsan@mailsec.com

Country code  
+44 (United KI...

Phone number  
7458 196936

After selecting country code please add your mobile number removing the leading 0 - example 07984156\*\*\* should be entered as 7984156\*\*\*

Set password  
\*\*\*\*\*

Confirm password  
\*\*\*\*\*

I'm not a robot

By signing in you agree to the [Terms and Conditions](#)

Continue

12. Select *Continue*.

### Result

← New user registration

To secure your account, please complete the following verification.



We have sent you an email to verify your email address.  
Please check your inbox or junk folder.

13. Navigate to your email account and find the account verification email.

### Example



Please confirm details

Dear Pei San,

Thanks for creating an account. Please click [here](#) to validate your email address.

14. Select the link.

### Result

Your email address has been validated. You will be redirected to the sign in page in 5 seconds. [Click here](#) to sign now.

You are re-directed to the sign-in screen.

15. Enter your email address.

**Information**

Your email address is your username that you registered previously.

16. Enter your password.

**Information**

This is the password you created previously.

**Note**

You should carefully read the terms and conditions of using the portal before agreeing to them.

17. Select your agreement with the terms and conditions of using the portal.

**Result**

The continue button becomes available.

18. Select *Continue*.

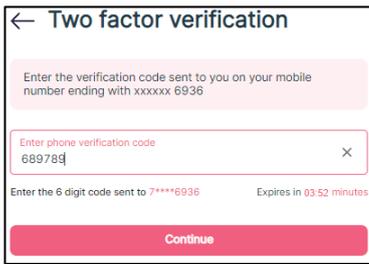
**Result**

A one-time passcode is sent to your registered mobile number. The code is time sensitive. You have 5 minutes to enter the code before it expires. If it expires, you must request that a new code to be sent.

19. Enter the code.

**Result**

The continue button becomes available.



← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxxx 6936

Enter phone verification code  
689789

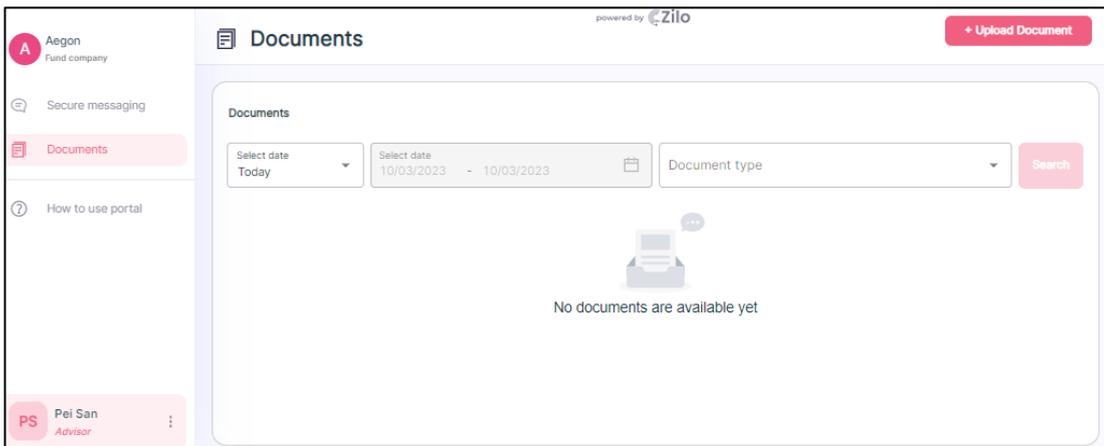
Enter the 6 digit code sent to 7\*\*\*\*6936 Expires in 03:52 minutes

Continue

20. Select *Continue*.

## Result

A temporary account is created.



powered by Zilo

Aegon Fund company

Secure messaging

Documents

How to use portal

PS Pei San Advisor

Documents

+ Upload Document

Select date Today

Select date 10/03/2023 - 10/03/2023

Document type

Search

No documents are available yet

You can send a secure message to us and upload documents.

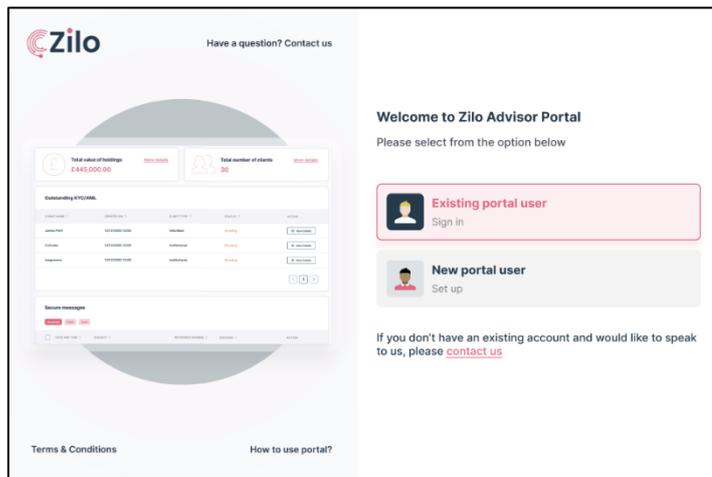
# Logging into your account

## Existing Advisor Portal login-clients linked

Existing users who have previously registered can sign into their account.

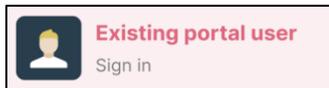
Users can (prior to logging in):

- View the terms and conditions of use.
- Access user support.
- View the Login Advisor Portal guide.
- Contact support staff.

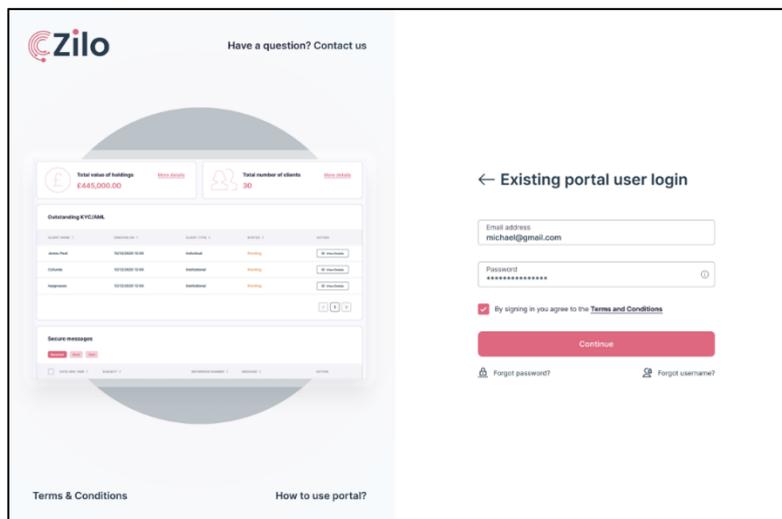


1. Select *Existing portal user*.

### Information



### Result



2. Enter your *Email Address*.

### Example

3. Enter your *Password*.

### Example

### Note

You should carefully read the terms and conditions before selecting agree.

4. Select the box to *agree to the Terms and Conditions*.

### Information

 By signing in you agree to the [Terms and Conditions](#)

5. Select *Continue*.

### Information

### Result

← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxxx 4673

Enter the 8 digit code sent to 7\*\*\*\*4673 Expires in 04:46 minutes

6. Enter *Phone verification code*.

### Example

### Note

You have 5 minutes to enter the verification code. The code is sent to the mobile number you specified at registration.

If you do not receive the code, or the time expires, select resend. The code will be resent.

7. Select *Verify*.

## Information

Verify

## Result

On successful login, you are taken to the dashboard.

Argon Fund company

Dashboard

Total value of holdings **£445,000.00** [More details](#)

Total number of clients **30** [More details](#)

### Outstanding KYC/AML

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Post	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Coferds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

### Secure messages

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

KG Kate Gabb

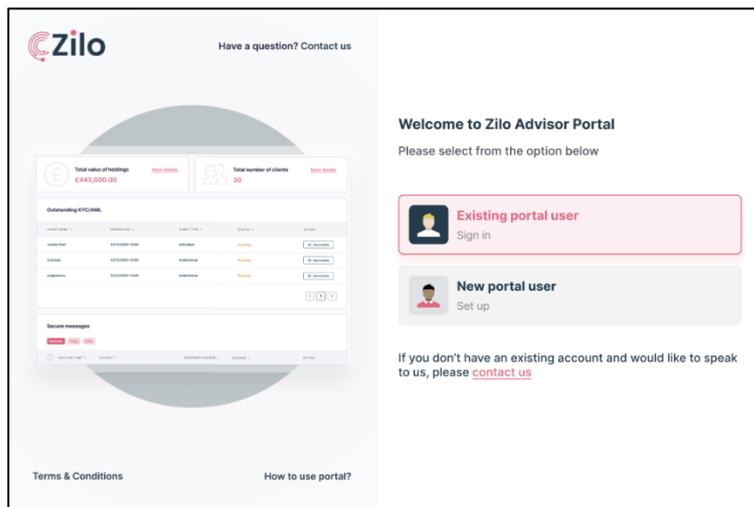
## Existing Advisor Portal login-clients not linked

Existing users who have previously registered can sign into their account.

If you do not have clients linked to your account, on successfully logging in, your dashboard will display a message. You must provide your clients your Aegon financial advisor code. Your clients can then link you as their advisor on their own portal.

Users can (prior to logging in):

- View the terms and conditions of use.
- Access user support.
- View the Login Advisor Portal guide.
- Contact support staff.

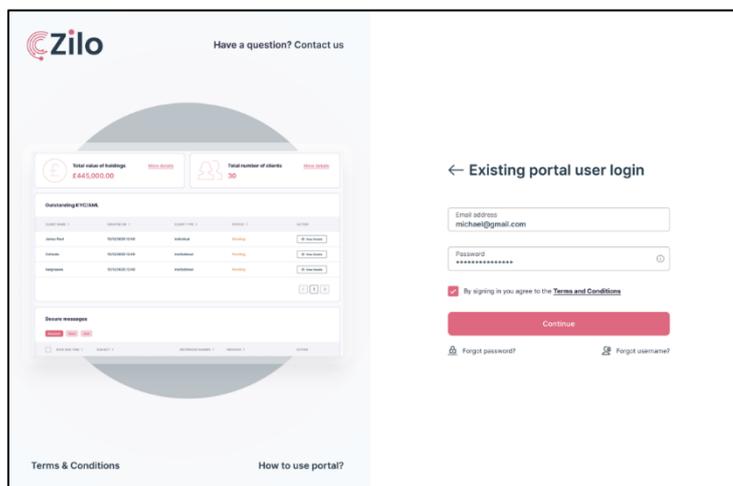


1. Select *Existing portal user*.

### Information



### Result



2. Enter your *Email Address*.

### Example

3. Enter your *Password*.

### Example

### Note

You should carefully read the terms and conditions of using the portal.

4. Select the box to *agree to the Terms and Conditions*.

### Information

 By signing in you agree to the [Terms and Conditions](#)

5. Select *Continue*.

### Information

### Result

← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxxx 4673

Enter the 6 digit code sent to 7\*\*\*4673 Expires in 04:46 minutes

6. Enter *Phone verification code*.

### Example

### Note

You have 5 minutes to enter the verification code. The code is sent to the mobile number you specified at registration.

If you do not receive the code, or the time period expires, select resend. The code will be resent.

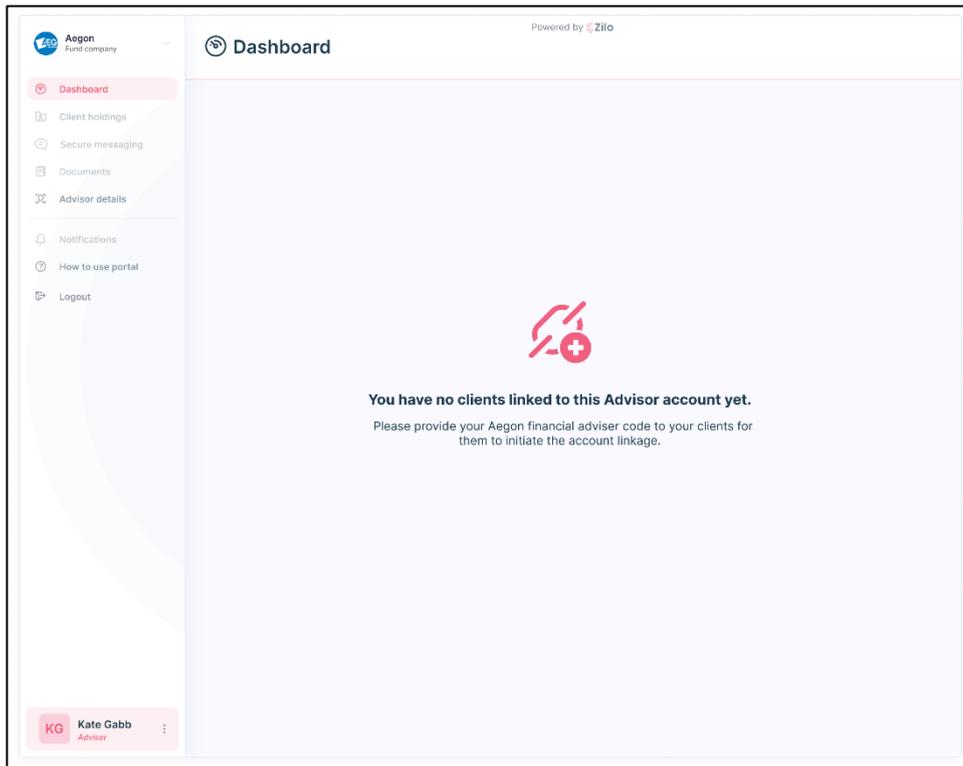
## 7. Select *Verify*.

### Information



### Result

On successful login, you are taken to the dashboard.



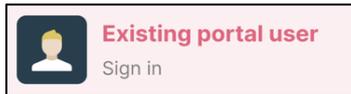
## Account login error-password is incorrect

You must enter the email address and password that you used to create your account. Alternatively, if you have reset your password since you first registered, you must enter your new credentials.

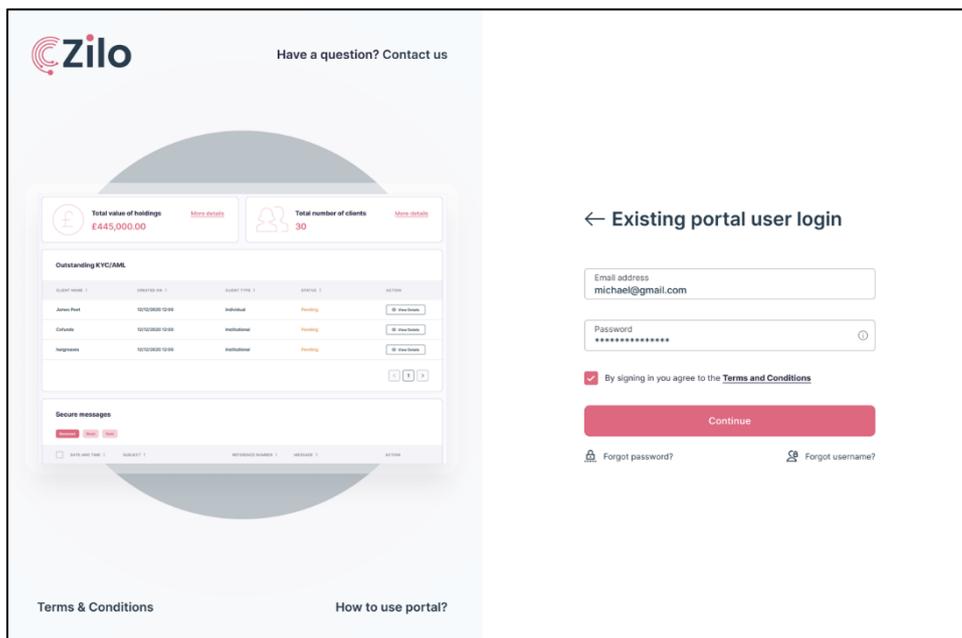
### Login:

1. Select *Existing portal user*.

### Information



### Result



2. Enter your *Email Address*.

### Example

Email address michael@gmail.com
------------------------------------

3. Enter your *Password*.

### Example

Password *****
-------------------

### Note

You should read the terms and conditions of using the portal.

4. Select the box to *agree to the Terms and Conditions*.

### Information

 By signing in you agree to the [Terms and Conditions](#)

5. Select *Continue*.

### Information

### Result

The password is incorrect.

You have two further attempts to enter the correct password before your account is locked. If your account is locked, you would need to re-set your password.

# Account management

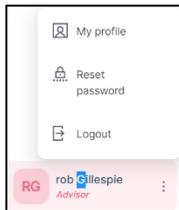
## Verifying advisor details

You can see your advisor details by selecting the user icon.

### View advisor details:

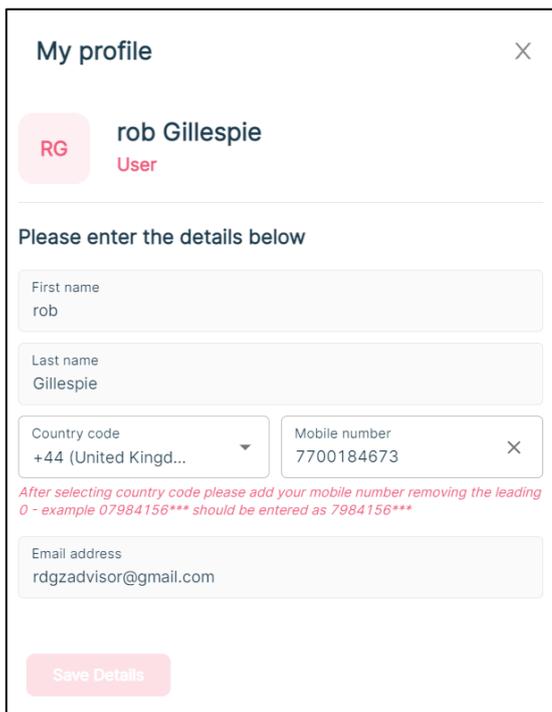
1. Select the *Advisor icon* on the left-hand bottom corner of the screen.

### Information



2. Select *My profile*.

### Result

A screenshot of the 'My profile' form. The form has a title 'My profile' and a close button 'X'. Below the title, there is a red circle with 'RG' and the text 'rob Gillespie User'. A horizontal line separates this from the input section. The input section is titled 'Please enter the details below' and contains several fields: 'First name' with 'rob', 'Last name' with 'Gillespie', 'Country code' with '+44 (United Kingd...' and a dropdown arrow, 'Mobile number' with '7700184673' and a close button 'X', and 'Email address' with 'rdgzadvisor@gmail.com'. Below the fields, there is a red button labeled 'Save Details'. A red note at the bottom of the form reads: 'After selecting country code please add your mobile number removing the leading 0 - example 07984156\*\*\* should be entered as 7984156\*\*\*'.

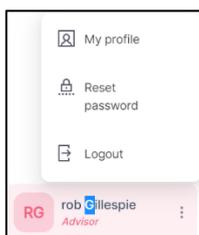
## Editing advisor details

You can edit your details by selecting the user icon. You can only edit your mobile number.

### Edit advisor details:

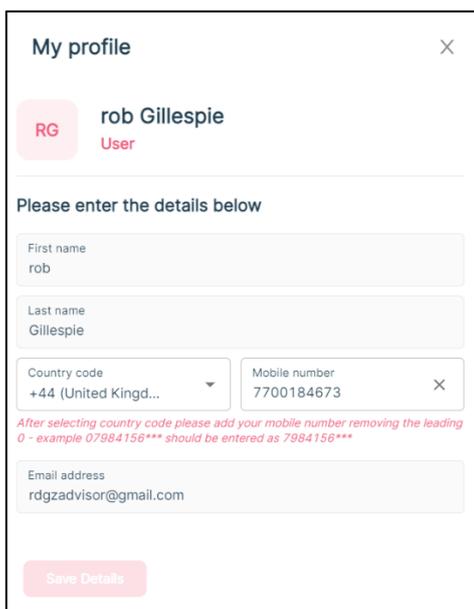
1. Select the *Advisor icon* on the left-hand bottom corner of the screen.

#### Information



2. Select *My profile*.

#### Result

A screenshot of the 'My profile' form. The form has a title 'My profile' and a close button 'X'. It displays the user's profile: 'RG rob Gillespie User'. Below this, it says 'Please enter the details below'. There are four input fields: 'First name' with 'rob', 'Last name' with 'Gillespie', 'Country code' with a dropdown menu showing '+44 (United Kingd...', and 'Mobile number' with '7700184673' and a clear button 'X'. A red note below the mobile number field says: 'After selecting country code please add your mobile number removing the leading 0 - example 07984156\*\* should be entered as 7984156\*\*'. There is also an 'Email address' field with 'rdgzadvisor@gmail.com'. At the bottom, there is a pink 'Save Details' button.

3. Edit your mobile number as required.

#### Result

The *Save Details* button becomes available.

4. Select *Save Details*.

#### Result

Your mobile number is changed.



Powered by  Zilo

[+ Upload Documents](#)

- [Dashboard](#)
- [Holdings](#)
- [Secure messaging](#)
- [Documents](#)
- [Advisor details](#)
- [Notifications](#)
- [How to use portal](#)
- [Logout](#)

## Documents

Document type  [Search](#)

DOCUMENT DESCRIPTION :	DOCUMENT TYPE :	UPLOAD FORMAT :	FILE NAME :	UPLOADED ON :
AML/KYC	Proof of Address	JPG	Drivinglicense.jpg	12/12/2021 12:00
AML/KYC	National ID Document	JPG	Passport.jpg	12/12/2021 12:00

**Mobile number changed**  
You have successfully changed your mobile number.

KG

**Kate Gabb**

Advisor

⋮

## Reset password

You can reset your password at any time once you are signed into the portal.

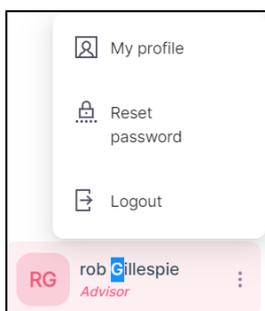
### Reset:

1. Select the *Advisor icon* on the left-hand bottom corner of the screen.

#### Information

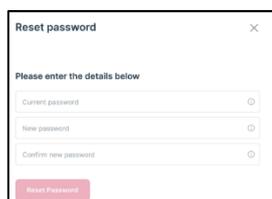


#### Result



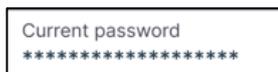
2. Select *Reset password*.

#### Result



3. Enter your *Current Password*.

#### Example



4. Enter your *New Password*.

#### Information

Functions	Requirements
Length	8-16 characters
Characters type	Alphanumeric – both letters and numbers
Case	Lower and upper cases
Uniqueness	Must not be the same as the previous 6
Validity period	Must be changed every 90 days

## Example

  
\*\*\*\*\*

5. *Confirm your New Password.*

## Example

  
\*\*\*\*\*

6. *Select Reset Password.*

## Information

## Result

Your password is reset.

A message is temporarily displayed confirming that your password was reset.

The screenshot shows the 'Documents' page in the Argon portal. The page title is 'Documents' and it is powered by Zilo. A sidebar on the left contains navigation links: Dashboard, Holdings, Secure messaging, Documents (highlighted), Advisor details, Notifications, How to use portal, and Logout. The main content area features a search bar for documents and a table with the following data:

DOCUMENT DESCRIPTION	DOCUMENT TYPE	UPLOAD FORMAT	FILE NAME	UPLOADED ON
AML/KYC	Proof of Address	JPG	Drivinglicense.jpg	12/12/2021 12:00
AML/KYC	National ID Document	JPG	Passport.jpg	12/12/2021 12:00

At the bottom right of the page, a pink notification box displays the message: 'Reset password successful. You have successfully reset your password.'

## Forgotten password-reset request

If you forget your password, you can request a password reset on the existing portal user login screen.

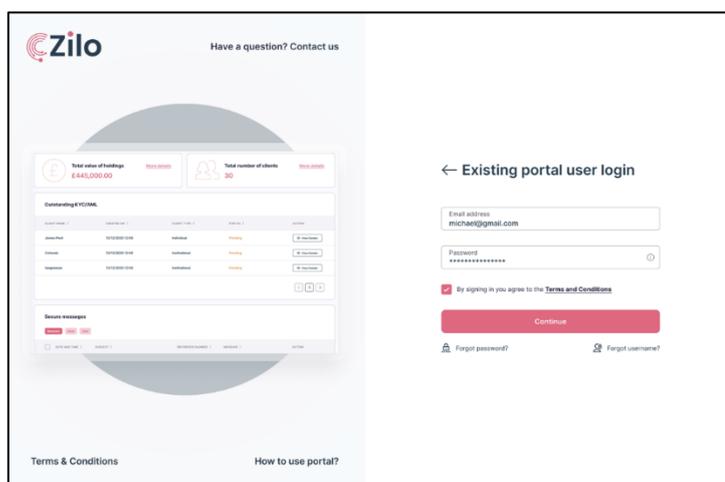
### Prerequisites

- A valid email address for identity verification.
- A valid UK mobile number for two-factor verification.

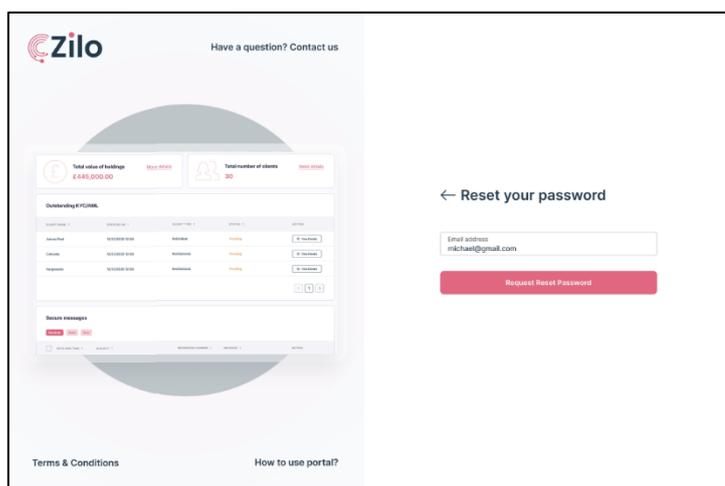
### Reset password:

1. Select *Forgot password* on the existing user login page.

### Information



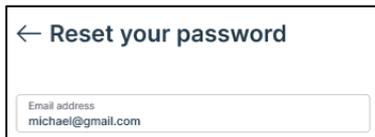
### Result



2. Enter your *email address*.

### Information

This is the email address that you specified when you registered.

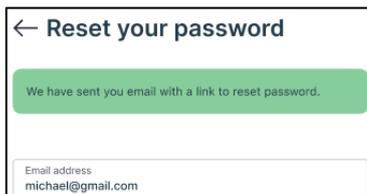


3. Select *Request Reset Password*.

### Information

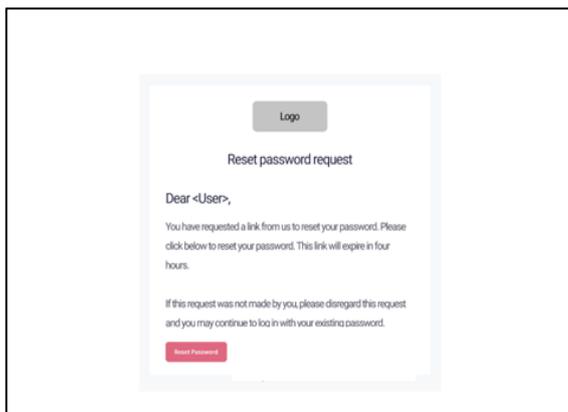


### Result



4. Find the *email in your email account*.

### Example



### Note

The mail will be from help@ziloglobal.

The email may be in your junk mail folder.

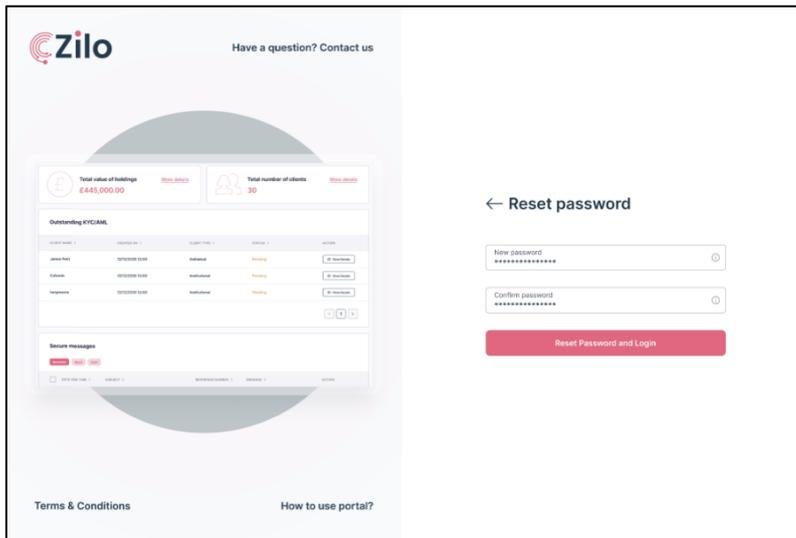
ZILO™ are our technology partners.

5. Select *Reset Password*.

### Information



### Result



6. Enter your *New Password*.

**Note**

Functions	Requirements
Length	8-16 characters.
Characters type	Alphanumeric – both letters and numbers.
Case	Lower and upper cases.
Uniqueness	Must not be the same as the previous 6.
Validity period	Must be changed every 90 days.

**Example**

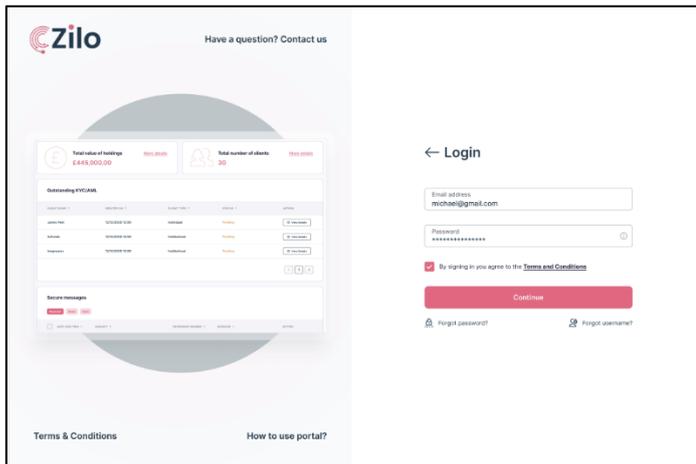
7. Re-enter the same *Password*.

**Example**

8. Select *Reset password and login*.

**Information**

**Result**



9. Enter your *email address*.

### Result

Email address  
michael@gmail.com

10. Enter *Password*.

### Note

Enter your newly created password.

### Result

Password  
\*\*\*\*\*

11. Select box to agree to the terms and conditions of using the portal.

### Result

By signing in you agree to the [Terms and Conditions](#)

12. Select *Continue*.

### Information

Continue

13. Enter the verification code.

### Note

The verification code is sent to your mobile phone number.

← Two factor verification

Enter the verification code sent to you on your mobile number ending with xxxxxxx98

Enter email verification code  
23232

Enter the 6 digit code sent to 079xxxxx98 Expires in 30s

## 14. Select *Verify*.



## Result

The screenshot shows the Aegon dashboard interface. At the top left, the Aegon logo and "Your company" are visible. The main header area includes the title "Dashboard" and "Powered by Zilio".

Two summary cards are displayed at the top:

- Total value of holdings:** £445,000.00 (with a "More details" link).
- Total number of clients:** 30 (with a "More details" link).

The "Outstanding KYC/AML" section contains a table with the following data:

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

Below this is the "Secure messages" section, which includes a "Received" tab and a table of messages:

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

At the bottom left, a user profile for "Kate Gabb" (Advisor) is visible.

## Forgotten username-reminder request email

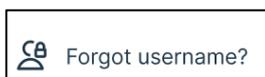
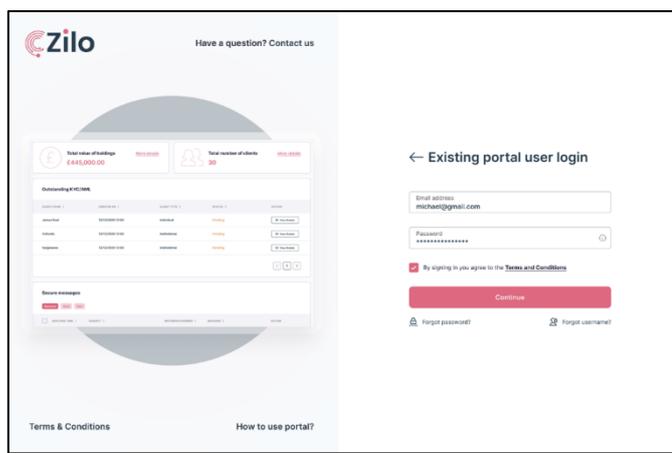
If you forget your username, you can request for a reminder to be sent to your email address or to your mobile number.

### Prerequisites:

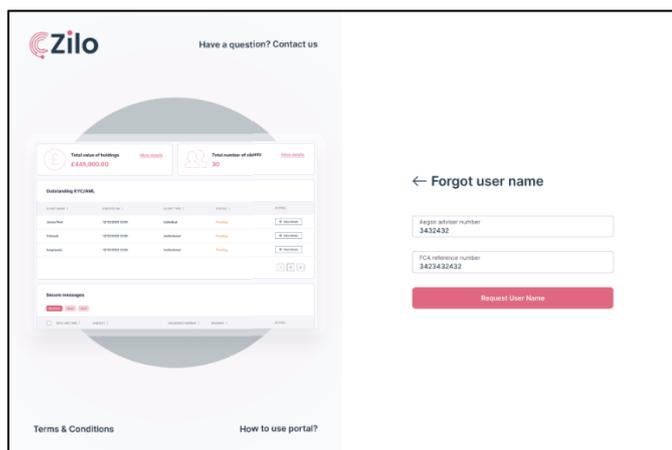
- Aegon Advisor Number.
- FCA reference number.
- Access to your email address.

### Request reminder:

1. Select *forgot username* on the existing portal user login screen.



### Result



2. Enter your Aegon *advisor number*.

### Example



3. Enter your *FCA reference number*.

## Example

FCA reference number 3423432432
------------------------------------

4. Select *Request Username*.

## Information

Request User Name
-------------------

## Result

<input type="radio"/> Send reminder to registered mobile number +44 07*****85
<input checked="" type="radio"/> Send reminder to registered email address mi*****el@gmail.com

5. Select the method of recovery.
6. Select *Continue*.

## Information

Continue
----------

## Result

Your request to remind username has been sent to your email address mi*****el@gmail.com
-----------------------------------------------------------------------------------------

7. Check your email account.

## Note

The mail will be from help@ziloglobal.

The email may be in your junk mail folder.

ZILO™ are our technology partners.

## Example

<p style="text-align: center;">Logo</p> <p style="text-align: center;">Remind Username request</p> <p>Dear &lt;User&gt;,</p> <p>You have requested us to remind your username . Your user name is michael@gmail.com.</p> <p>If this request was not made by you, please disregard this request and you may continue to log in with your existing credentials.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

You can now sign in as usual.

## Forgotten username-reminder request mobile number

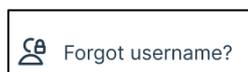
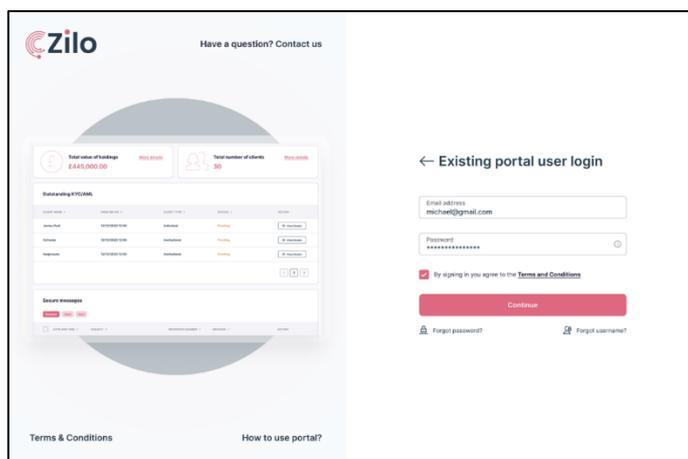
If you forget your username, you can request for a reminder to be sent to your email address or to your mobile number.

### Prerequisites:

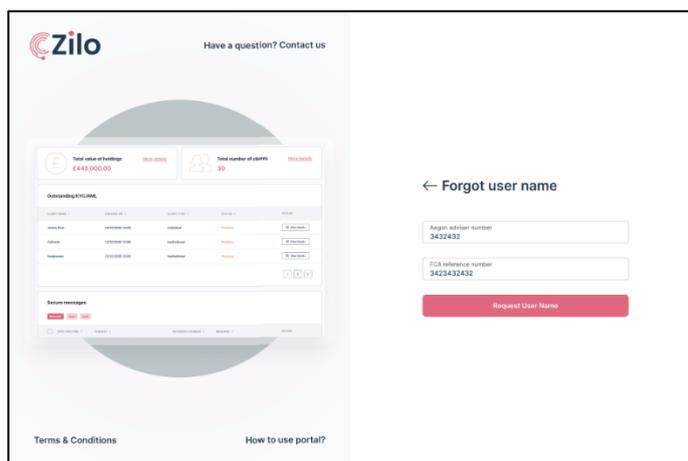
- ZILO™ Advisor Number.
- FCA reference number.
- Access to your mobile account.

### Request reminder:

1. Select *forgot username* on the existing portal user login screen.

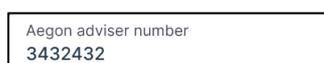


### Result



2. Enter your *Aegon advisor number*.

### Result



3. Enter your *FCA reference number*.

### Result

FCA reference number 3423432432
------------------------------------

4. Select *Request Username*.

### Information

Request User Name
-------------------

### Result

<input checked="" type="radio"/> Send reminder to registered mobile number +44 07*****85
<input type="radio"/> Send reminder to registered email address mi*****el@gmail.com

5. Select the method of recovery.
6. Select *continue*.

Continue
----------

### Result

Your request to remind username has been sent to your registered mobile number +44 07*****85.
-----------------------------------------------------------------------------------------------

7. Check your mobile phone.

### Example

<p>Dear &lt;User&gt;, You have requested us to remind your username. Your user name is michael@gmail.com.</p> <p>If this request was not made by you, please disregard this request and you may continue to log in with your existing credentials.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

You can now sign in as usual.

# Portal services

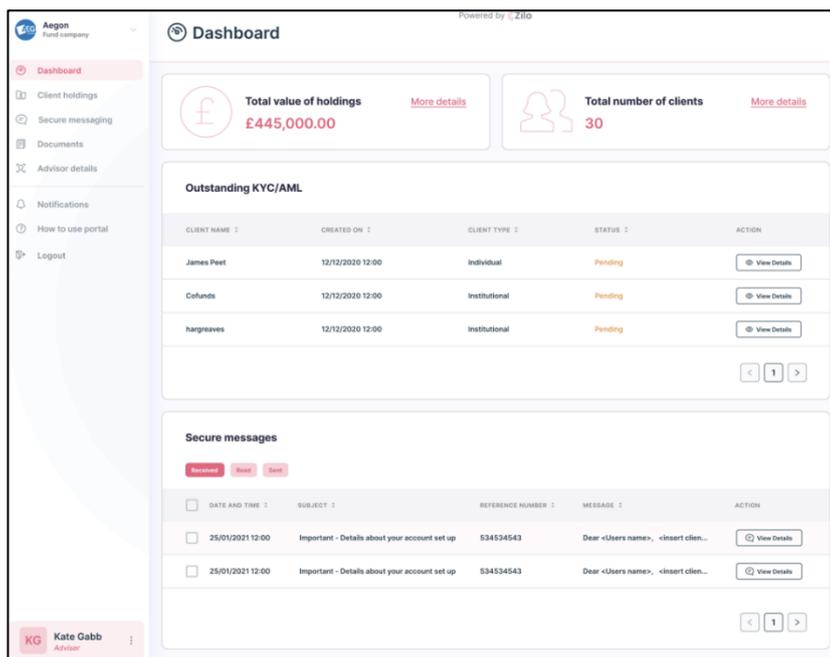
## Viewing your client holdings

You can view your client holdings by selecting *Client Holdings* on the left-hand side navigation panel.

### View holdings:

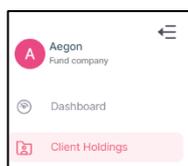
1. Login into the Advisor portal.

### Result

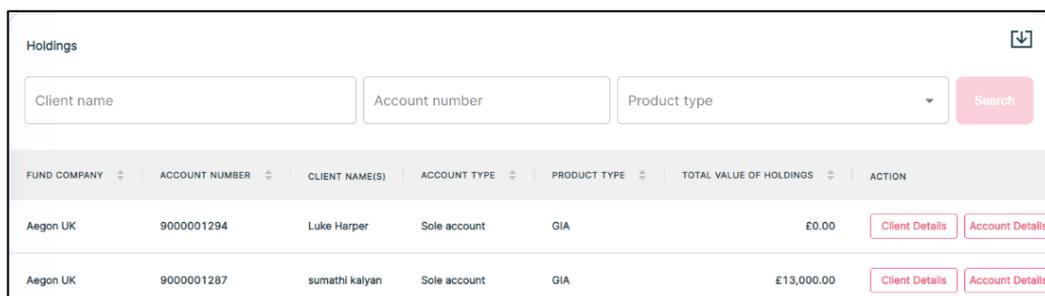


2. Select *Client Holdings* on the left-hand side navigation panel.

### Information



### Result



Column	Purpose
FUND COMPANY	The name of the fund company in which the investment is made.
ACCOUNT NUMBER	Your client `s account number.
CLIENT NAME (S)	Your client `s name.
ACCOUNT TYPE	The account type: sole/joint.
PRODUCT TYPE	The product type in which the investment is contained: ISA/GIA.
TOTAL VALUE OF HOLDING	The total value of holdings held by your client.
ACTION	Select to see client details or account details.

## Viewing clients with outstanding AML requirements

You can view clients with outstanding Anti-Money Laundering (AML) requirements by selecting *Client Holdings* on the left-hand side navigation panel.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor portal dashboard. The left-hand navigation panel includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area is titled 'Dashboard' and includes:

- Total value of holdings: £445,000.00 (More details)
- Total number of clients: 30 (More details)
- Outstanding KYC/AML table:

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	View Details
CoFunds	12/12/2020 12:00	Institutional	Pending	View Details
hargreaves	12/12/2020 12:00	Institutional	Pending	View Details

Below the table is a 'Secure messages' section with a list of messages:

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	View Details
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	View Details

The user profile at the bottom left shows 'KG Kate Gabb, Advisor'.

2. Select *Client holdings* on the left-hand side navigation panel.

### Information

The screenshot shows the navigation panel with the following items:

- Aegon Fund company
- Dashboard
- Client Holdings (highlighted)

### Result

The screenshot shows a table titled 'Clients with outstanding anti money laundering requirements'. The table has the following columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. The table is currently empty, displaying 'No Data' with a folder icon.

<b>Column</b>	<b>Purpose</b>
CLIENT NAME	The name of your client.
CREATED ON	The date on which the client record was created.
CLIENT TYPE	The client type.
STATUS	The status of your client.
ACTION	Select to see more details.

## Viewing detailed information about a particular client

You can view your client holdings by selecting *Client Holdings* on the left-hand side navigation panel.

### View information:

1. Login into the Advisor portal.

### Result

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargeaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

2. Select *Client holdings* on the left-hand side navigation panel.

### Information

### Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select *Client Details* in the *Action* column.

### Information

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a>
----------	------------	----------------	--------------	-----	------------	--------------------------------

## Result

Client details		X
<b>Luke Harper</b>		
Date of birth:	08/11/2000	
Address:	12 Imperial House, 12-14 Exchange Street, Aberdeen, United Kingdom, AB11 6PH	

## Viewing detailed information about a particular client account

You can view detailed information about your client`s account by selecting *Client Holdings* on the left-hand side navigation panel.

### View information:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The top left navigation menu includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area is titled 'Dashboard' and features two summary cards: 'Total value of holdings' at £445,000.00 and 'Total number of clients' at 30. Below these is a table for 'Outstanding KYC/AML' with columns for Client Name, Created On, Client Type, Status, and Action. The table lists three clients: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). At the bottom is a 'Secure messages' section with a table of messages, including one from 25/01/2021 with subject 'Important - Details about your account set up'.

2. Select *Client Holdings* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation menu. The 'Client Holdings' option is highlighted in pink, indicating it is the selected page.

### Result

The screenshot shows the 'Holdings' page with a search bar and a table of client holdings. The table has columns for Fund Company, Account Number, Client Name(s), Account Type, Product Type, Total Value of Holdings, and Action. Two rows are visible:

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select *Account Details* in the *Action* column.

### Information

The screenshot shows the 'Account Details' for the client 'sumathi kalyan'. The table row is highlighted, showing the account number 9000001287, account type 'Sole account', product type 'GIA', and total value of £13,000.00. The 'Account Details' link is highlighted in pink.

## Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	SHARE CLASS NAME	UNITS	PRICE DATE	PRICE	VALUE	ACTION
Aegon UK	9000001287	sumathi kalyan	VRL Logistic PVT	3,000.00	14/11/2022	£1.00	£3,000.00	<a href="#">View Transaction</a>
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>

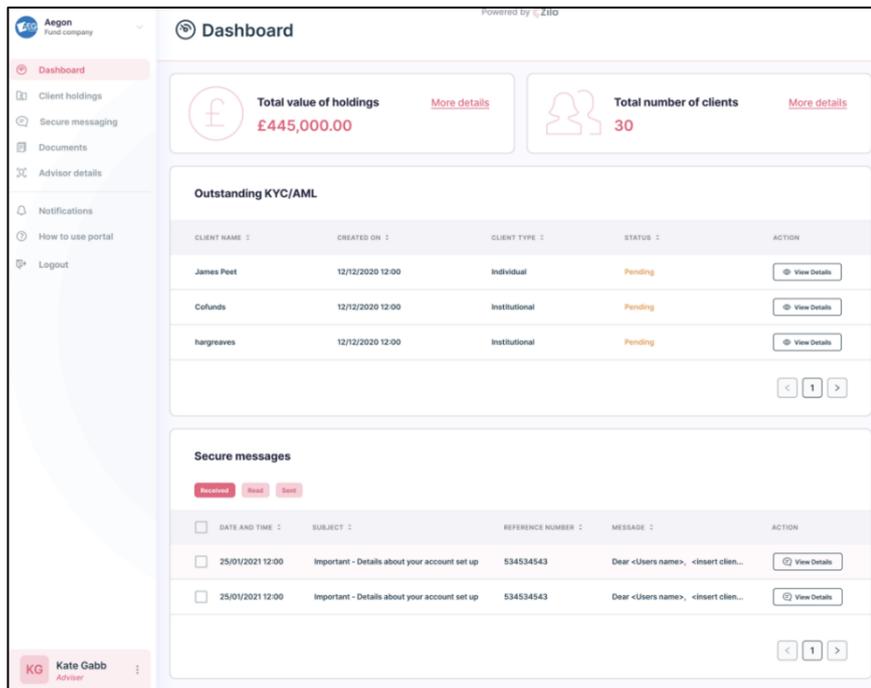
Column	Purpose
FUND COMPANY	The name of the fund company in which the investment is made.
ACCOUNT NUMBER	Your client `s account number.
CLIENT NAME(S)	Your client `s name.
SHARE CLASS NAME	The name of the share class invested in.
UNITS	The number of units in the transaction.
PRICE DATE	The date on which the units were priced.
PRICE	Price for each unit.
VALUE	The value of the transaction.
ACTION	Select to view transactions.

Viewing detailed information about a particular client's transactions  
 You can view detailed information about your client`s transactions by selecting *Client Holdings* on the left-hand side navigation panel.

**View information:**

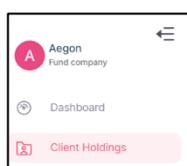
1. Login into the Advisor portal.

**Result**

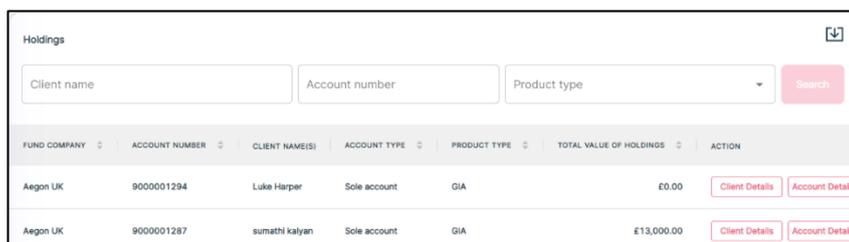


2. Select *Client Holdings* on the left-hand side navigation panel.

**Information**



**Result**



3. Select *Account Details* in the Action column.

**Information**

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a>	<a href="#">Account Details</a>
----------	------------	----------------	--------------	-----	------------	--------------------------------	---------------------------------

## Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	SHARE CLASS NAME	UNITS	PRICE DATE	PRICE	VALUE	ACTION
Aegon UK	9000001287	sumathi kalyan	VR_L Logistic PVT	3,000.00	14/11/2022	£1.00	£3,000.00	<a href="#">View Transaction</a>
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>

#### 4. Select *View Transactions*.

## Information

Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>
----------	------------	----------------	--------------	-----------	------------	-------	------------	----------------------------------

## Result

DEAL DATE	SETTLEMENT DATE	ORDER REFERENCE NUMBER	ACCOUNT NUMBER	SHARE CLASS NAME	ISIN	DEAL TYPE	DEAL AMO
11/11/2022	12/11/2022	0000008604	9000001287	VGN tech IBM	GB00BYWVLH23	BUY	£10

Column	Purpose
DEAL DATE	The date on which the deal was done.
SETTLEMENT DATE	The date on which settlement is due.
ORDER REFERENCE NUMBER	The allocated order reference number.
ACCOUNT NUMBER	Your clients account number.
SHARE CLASS NAME	The name of the share class.
ISIN	International Securities Identification Number.
DEAL TYPE	The deal type.
DEAL AMOUNT	The value of the deal.
PRICE	The unit price.
UNITS	The number of units.
SETTLEMENT AMOUNT	The amount settled.
STATUS	The status of the transaction.
ACTION	Select to download a contract note.

## Downloading a contract note for a client's transactions

You can download a contract note for a transaction by selecting *Client Holdings* on the left-hand side navigation panel.

### Download:

1. Login into the Advisor portal.

### Result

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Colunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

2. Select *Client Holdings* on the left-hand side navigation panel.

### Information

- Dashboard
- Client Holdings**

### Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kaliyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select *Account Details* in the *Action* column.

### Information

Aegon UK	900001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a>	<a href="#">Account Details</a>
----------	-----------	----------------	--------------	-----	------------	--------------------------------	---------------------------------

## Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	SHARE CLASS NAME	UNITS	PRICE DATE	PRICE	VALUE	ACTION
Aegon UK	900001287	sumathi kalyan	VRL Logistic PVT	3,000.00	14/11/2022	£1.00	£3,000.00	<a href="#">View Transaction</a>
Aegon UK	900001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>

- Select *View Transactions*.

## Information

Aegon UK	900001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>
----------	-----------	----------------	--------------	-----------	------------	-------	------------	----------------------------------

## Result

DEAL DATE	SETTLEMENT DATE	ORDER REFERENCE NUMBER	ACCOUNT NUMBER	SHARE CLASS NAME	ISIN	DEAL TYPE	DEAL AMO
11/11/2022	12/11/2022	000008604	900001287	VGN tech IBM	GB00BYVWLH23	BUY	£10,000.00

- Select *Download Contract Notes* in the *Action* column.

## Information

Use the slider to navigate to the *Action* column.

ISIN	DEAL TYPE	DEAL AMOUNT	PRICE	UNITS	SETTLEMENT AMOUNT	STATUS	ACTION
GB00BYVWLH23	BUY	£10,000.00	£1.00	10,000.00	£10,000.00	Settled	<a href="#">Download Contract Notes</a>

## Result

The contract note is downloaded.

- Select the download to open the contract note.

## Result



sumathi kalyan  
72 Gordon House  
Gordon Close  
St. Albans, Hertfordshire  
AL1 5RQ

Account Number: 900001287  
Deal ID: 000008604  
Order Date and Time: 11/11/2022 10:43:47  
Deal Date and Time: 11/11/2022 10:43:48  
External Deal Reference:  
Settlement Date: 12/11/2022  
Advisor Name: Rob Gillespie  
Order Channel: Retail

Client Name: sumathi kalyan  
Product Name: GIA  
Fund Company: Aegon UK  
Account Designation: test

You have bought the following shares from us:  
Fund Name: VGN tech IBM | ISIN number: GB00BYVWLH23

Pricing Basis	Valuation Point	Price Type	No. of Shares	Price (per unit)	Dilution Levy %*	Consideration
Forward	11/11/2022 11:00:00	Single Price	10,000.0	100.0	0.00%	£10,000.00
<b>Settlement</b>			Total Consideration:			£10,000.00
<b>Information</b>			Amount Settled:			£0.00
			Dilution Levy:			£0.00
			Balance Due:			£10,000.00
			Payment Reference:			AGGQVC48

**IMPORTANT INFORMATION**

No certificates will be issued to investors, therefore, please retain this contract note as a record of your investment. We reserve the right to sell, on your behalf, the balance of your holding, should the sale result in the balance falling below the minimum holding allowed.

Aegon Asset Management UK plc (Company No. SC113395) is registered in Scotland at 3 Lochside Crescent, Edinburgh EH12 9SA and is authorised and regulated by the Financial Conduct Authority. It is the authorised corporate director of Aegon Asset Management UK ICVC. Incorporated in Scotland, registered no. SC100099 at 3 Lochside Crescent, Edinburgh EH12 9SA, Aegon Asset Management UK Investment Portfolio ICVC (Incorporated in England, registered no. IC000988 at The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB), and authorised fund manager for Aegon Asset Management UK Unit Trust, an authorised unit trust. Aegon Asset Management UK ICVC and Aegon Asset Management UK Investment Portfolio ICVC are investment companies with variable capital.

## Downloading a report on a client's transactions

You can download a report on a client's transactions by selecting *Client Holdings* on the left-hand side navigation panel.

### Download:

1. Login into the Advisor portal.

### Result

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>

2. Select *Client Holdings* on the left-hand side navigation panel.

### Information

### Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kaliyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select *Account Details* in the *Action* column.

### Information

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a>	<a href="#">Account Details</a>
----------	------------	----------------	--------------	-----	------------	--------------------------------	---------------------------------

## Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	SHARE CLASS NAME	UNITS	PRICE DATE	PRICE	VALUE	ACTION
Aegon UK	9000001287	sumathi kalyan	VRL Logistic PVT	3,000.00	14/11/2022	£1.00	£3,000.00	<a href="#">View Transaction</a>
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>

- Select *View Transactions*.

## Information

Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>
----------	------------	----------------	--------------	-----------	------------	-------	------------	----------------------------------

## Result

DEAL DATE	SETTLEMENT DATE	ORDER REFERENCE NUMBER	ACCOUNT NUMBER	SHARE CLASS NAME	ISIN	DEAL TYPE	DEAL AMT
11/11/2022	12/11/2022	0000008604	9000001287	VGN tech IBM	GB00BYWVLH23	BUY	£10,000.00

- Select download report.

## Information



## Result

The report is downloaded. A success message will be temporarily displayed on the screen.

- Select the download to open the report.

## Result

DEAL DATE	SETTLEMENT DATE	ORDER REFERENCE NUMBER	ACCOUNT NUMBER	SHARE CLASS NAME	ISIN	DEAL TYPE	DEAL AMT	PRICE	UNITS	SETTLEMENT AMT	STATUS
#####	#####	8604	9E+09	VGN tech	GB00BYWVLH23	BUY	10000		1	10000	10000 Settled

Column	Purpose
DEAL DATE	The date on which the deal was done.
SETTLEMENT DATE	The date on which settlement is due.
ORDER REFERENCE NUMBER	The allocated order reference number.
ACCOUNT NUMBER	Your clients account number.
SHARE CLASS NAME	The name of the share class in the deal.
ISIN	International Securities Identification Number.
DEAL TYPE	The deal type.
DEAL AMOUNT	The value of the deal.
PRICE	The unit price.
UNITS	The number of units.
SETTLEMENT AMOUNT	The amount settled.
STATUS	The status of the transaction.



## Downloading a report on your client's account details

You can download a report on your client's account details by selecting *Client Holdings* on the left-hand side navigation panel.

### Download:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The left-hand navigation panel includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area displays:

- Total value of holdings:** £445,000.00 (with a 'More details' link)
- Total number of clients:** 30 (with a 'More details' link)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three clients: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each row has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number '534534543'. Each message has a 'View Details' button.

The user profile at the bottom left shows 'KG Kate Gabb Advisor'.

2. Select *Client Holdings* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation panel with the 'Client Holdings' option highlighted in pink.

### Result

The screenshot shows the 'Holdings' section with search filters for Client name, Account number, and Product type. Below the filters is a table with the following data:

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select *Account Details* in the Action column.

### Information

The screenshot shows the 'Account Details' view for the client 'sumathi kalyan' (Account Number: 9000001287). The table row is highlighted, and the 'Account Details' button is selected.

## Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	SHARE CLASS NAME	UNITS	PRICE DATE	PRICE	VALUE	ACTION
Aegon UK	9000001287	sumathi kalyan	VRL Logistic PVT	3,000.00	14/11/2022	£1.00	£3,000.00	<a href="#">View Transaction</a>
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	<a href="#">View Transaction</a>

- Select download report.

## Information



## Result

The report is downloaded. A success message will be temporarily displayed on the screen.

- Select the download to open the report.

## Result

FUND COMPANY	ACCOUNT	CLIENT NAME	SHARE CLASS	UNITS	PRICE DATE	PRICE	VALUE
Aegon UK	9E+09	sumathi kalyan	VRL Logistic	3000	#####	1	3000
Aegon UK	9E+09	sumathi kalyan	VGN tech IBM	10000	#####	1	10000

Column	Purpose
FUND COMPANY	The name of the fund company in which the investment is made.
ACCOUNT NUMBER	Your client `s account number.
CLIENT NAME(S)	Your client `s name.
SHARE CLASS NAME	The name of the share class invested in.
UNITS	The number of units.
PRICE DATE	The date on which the units were priced.
PRICE	The price for each unit.
VALUE	The value of the transaction.

## Downloading a report on your client's holdings

You can download a report on your client's holdings by selecting *Client Holdings* on the left-hand side navigation panel.

### Download:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The left-hand navigation panel includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area displays:

- Total value of holdings:** £445,000.00 (with a 'More details' link)
- Total number of clients:** 30 (with a 'More details' link)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three clients: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each row has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each row has a 'View Details' button.

At the bottom left, the user is identified as 'KG Kate Gabb, Advisor'.

2. Select *Client Holdings* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation menu. The 'Client Holdings' option is highlighted in pink, indicating it is the selected menu item.

### Result

The screenshot shows the Aegon Client Holdings page. It features a search bar with fields for 'Client name', 'Account number', and 'Product type', along with a 'Search' button. Below the search bar is a table of holdings:

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME(S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS	ACTION
Aegon UK	9000001294	Luke Harper	Sole account	GIA	£0.00	<a href="#">Client Details</a> <a href="#">Account Details</a>
Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	<a href="#">Client Details</a> <a href="#">Account Details</a>

3. Select download report.

### Information



### Result

The report is downloaded. A success message will be temporarily displayed on the screen.

4. Select the download to open the report.

### Result

FUND COMPANY	ACCOUNT NUMBER	CLIENT NAME (S)	ACCOUNT TYPE	PRODUCT TYPE	TOTAL VALUE OF HOLDINGS
Aegon UK	9E+09	Luke Harper	Sole account	GIA	0
Aegon UK	9E+09	sumathi k	Sole account	GIA	13000
Aegon UK	9E+09	Mukesh S	Sole account	GIA	50000
Aegon UK	440101-00	Tanusha S	Sole account	GIA	43325
Aegon UK	440101-00	Mynte4nu		GIA	2000

Column	Purpose
FUND COMPANY	The name of the fund company in which the investment is made.
ACCOUNT NUMBER	Your client `s account number.
CLIENT NAME (S)	Your client `s name.
ACCOUNT TYPE	The account type: sole/joint.
PRODUCT TYPE	The product type in which the investment is contained: ISA/GIA.
TOTAL VALUE OF HOLDING	The total value of holdings held by your client.

## Viewing secure messages-dashboard

You can view secure messages from the dashboard.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The top navigation bar includes the Aegon logo, 'Fund company', and 'Powered by Zoho'. The main dashboard area is divided into several sections:

- Client Holdings:** A card showing 'Total value of holdings' as £445,000.00 with a 'More details' link.
- Total number of clients:** A card showing 'Total number of clients' as 30 with a 'More details' link.
- Outstanding KYC/AML:** A table listing clients with their names, creation dates, client types, and statuses.
- Secure messages:** A table listing messages with their dates, subjects, reference numbers, and actions.

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

2. Select *View Details*.

### Information

DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
16/11/2022 04:30	Important-Account set up complete	0000016989	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>

### Result

The screenshot shows a 'Message details' pop-up window with the following content:

Your user set up has now been completed. Go to "Advisor details" to view details. You can also view your client holdings on the "Dashboard".

Date and time: 16/11/2022 04:30 | Reference number: 0000016989

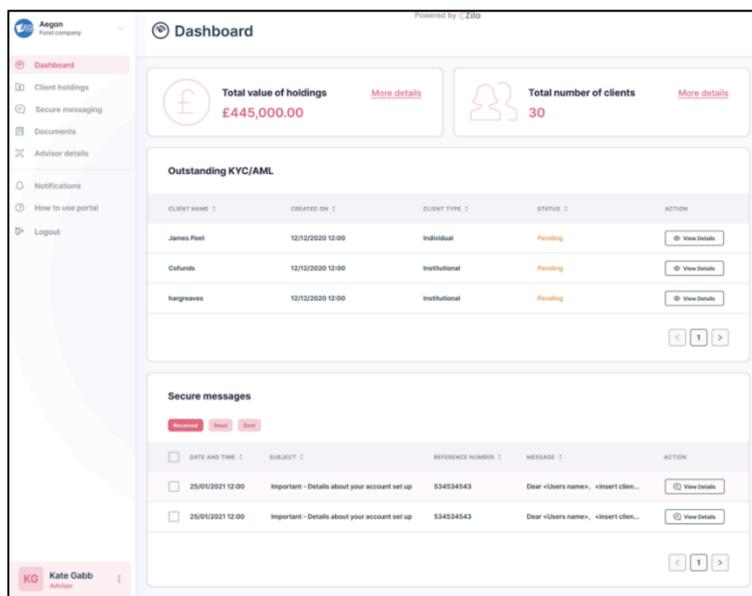
## Viewing secure messages

You can view all your secure messages by selecting *Secure Messaging* on the left-hand side navigation panel.

### View:

1. Login into the Advisor portal.

### Result



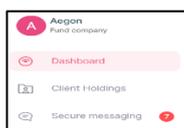
The screenshot shows the Aegon Advisor Portal Dashboard. The left-hand navigation panel includes options for Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area displays a summary of the user's account, including the total value of holdings (£445,000.00) and the total number of clients (30). Below this, there is a section for Outstanding KYC/AML with a table listing clients and their status. The bottom section shows a list of secure messages, including two messages from 25/05/2021 regarding account setup.

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/05/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/05/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

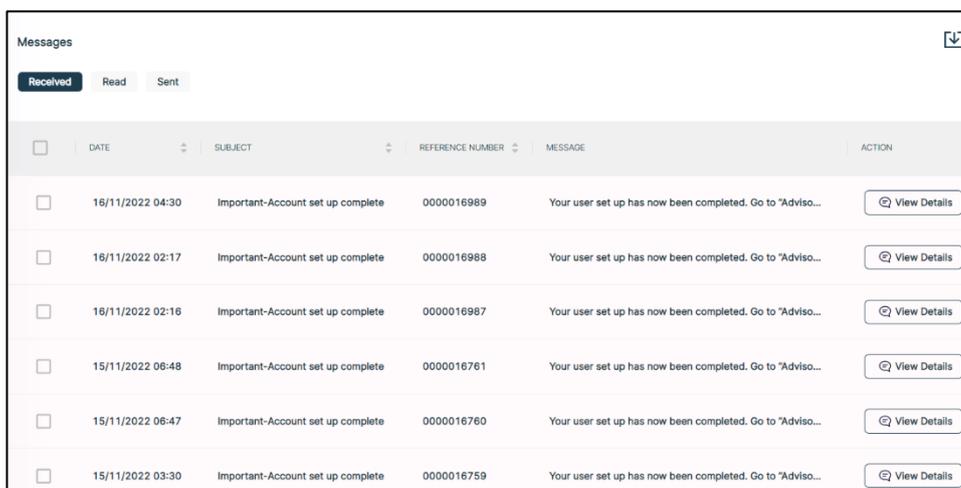
2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information



The screenshot shows the Aegon Advisor Portal navigation panel. The 'Secure messaging' option is highlighted with a red circle, indicating it is the selected option.

### Result



The screenshot shows the Aegon Advisor Portal Messages page. The 'Received' tab is selected. The page displays a list of messages, including six messages from 15/11/2022 and 16/11/2022 regarding account setup completion.

DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
16/11/2022 04:30	Important-Account set up complete	0000016989	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
16/11/2022 02:17	Important-Account set up complete	0000016988	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
16/11/2022 02:16	Important-Account set up complete	0000016987	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
15/11/2022 06:48	Important-Account set up complete	0000016761	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
15/11/2022 06:47	Important-Account set up complete	0000016760	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
15/11/2022 03:30	Important-Account set up complete	0000016759	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>

Column	Purpose
DATE	The date on which the message was received.
SUBJECT	The subject line of the message.
REFERENCE NUMBER	The message reference number.
MESSAGE	The message body.
ACTION	Select to view details.

### 3. Select *View Details*.

#### Information

<input type="checkbox"/>	16/11/2022 04:30	Important-Account set up complete	0000016989	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
--------------------------	------------------	-----------------------------------	------------	-----------------------------------------------------------	------------------------------

#### Result

**Message details** ×

Your user set up has now been completed. Go to "Advisor details" to view details. You can also view your client holdings on the "Dashboard".

Date and time: 16/11/2022 04:30 | Reference number: 0000016989

## Marking secure messages as read

You can view all your secure messages and mark as read by selecting *Secure Messaging* on the left-hand side navigation panel.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The left-hand side navigation panel includes: Dashboard (selected), Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area displays:

- Total value of holdings:** £445,000.00 (with a 'More details' link)
- Total number of clients:** 30 (with a 'More details' link)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three entries: James Peet (Individual, Pending), Colunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each entry has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a 'View Details' button.

At the bottom left, the user profile is identified as 'KG Kate Gabb, Advisor'.

2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon Advisor navigation panel. The 'Secure messaging' option is highlighted in pink, and a red notification badge with the number '7' is visible next to it. Other options include Dashboard, Client Holdings, and Logout.

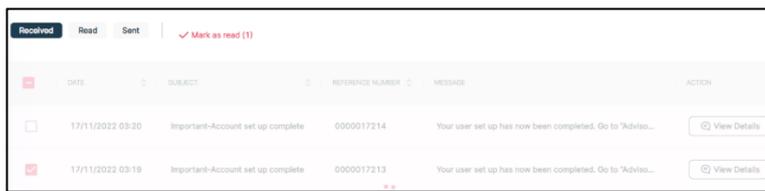
### Result

The screenshot shows the 'Messages' section of the Aegon Advisor portal. It features a filter bar with 'Received' (selected), 'Read', and 'Sent' tabs. Below is a table of messages:

	DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
<input type="checkbox"/>	16/11/2022 04:30	Important-Account set up complete	0000016989	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input type="checkbox"/>	16/11/2022 02:17	Important-Account set up complete	0000016988	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input type="checkbox"/>	16/11/2022 02:16	Important-Account set up complete	0000016987	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input type="checkbox"/>	15/11/2022 08:48	Important-Account set up complete	0000016761	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input type="checkbox"/>	15/11/2022 08:47	Important-Account set up complete	0000016760	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input type="checkbox"/>	15/11/2022 03:30	Important-Account set up complete	0000016759	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>

3. Select Message to mark as read.

## Information

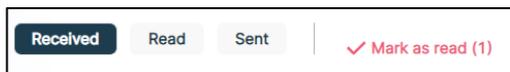


	Received	Read	Sent	✓ Mark as read (1)	
	DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
<input type="checkbox"/>	17/11/2022 03:20	Important-Account set up complete	0000017214	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>
<input checked="" type="checkbox"/>	17/11/2022 03:19	Important-Account set up complete	0000017213	Your user set up has now been completed. Go to "Adviso...	<a href="#">View Details</a>

4. Select *Mark as read*.

## Information

This is required to confirm your indication.



## Result

The message is marked as read. You can search for secure messages based on status.

## Viewing secure message history

You can view the history of a particular secure message chain by selecting *Secure Messaging* on the left-hand side navigation panel.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Argon Advisor portal dashboard. The left-hand side navigation panel includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area is titled 'Dashboard' and displays:

- Total value of holdings: £445,000.00 (with a 'More details' link)
- Total number of clients: 30 (with a 'More details' link)
- Outstanding KYC/AML table:

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

Below the KYC/AML table is a 'Secure messages' section with filters (Unread, Read, All) and a table:

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>

The user profile at the bottom left shows 'KG Kate Gabb Advisor'.

2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information

A close-up of the left-hand side navigation panel. The 'Secure messaging' option is highlighted in pink, indicating it is the selected menu item. Other options include Dashboard, Client holdings, Documents, Advisor details, Notifications, How to use portal, and Logout.

### Result

The screenshot shows the Argon Advisor portal 'Secure messaging' page. The left-hand side navigation panel is visible, with 'Secure messaging' selected. The main content area is titled 'Secure messaging' and displays a 'Messages' section with filters (Unread, Read, All) and a table:

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert client...	<a href="#">View Details</a>

The user profile at the bottom left shows 'KG Kate Gabb Advisor'. A '+ Create New Message' button is visible in the top right corner.

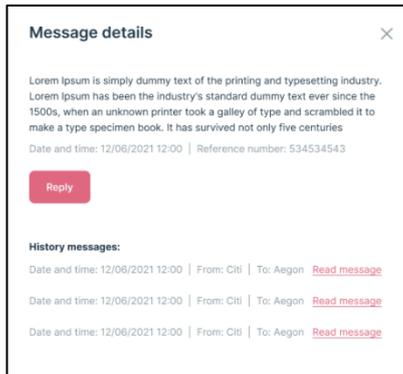
### 3. Select *View Details*.

## Information



## Result

The history of a secure message exchange is displayed under *History Messages*.



## Replying to a secure message

You can reply to a secure message by selecting *Secure Messaging* on the left-hand side navigation panel.

### Reply:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor portal dashboard. The left-hand side navigation panel includes: Dashboard (selected), Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area displays:

- Total value of holdings:** £445,000.00 (with a [More details](#) link)
- Total number of clients:** 30 (with a [More details](#) link)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three entries: James Peet (Individual, Pending), Colunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each entry has a [View Details](#) button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a [View Details](#) button.

The user profile at the bottom left shows 'KG Kate Gabb Advisor'.

2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information

This close-up shows the left-hand side navigation panel with the following items: Dashboard (selected), Client Holdings, Secure messaging (highlighted in red with a notification badge), Documents, Advisor details, Notifications, How to use portal, and Logout.

### Result

The screenshot shows the Aegon Advisor portal secure messaging interface. The left-hand side navigation panel is the same as in the previous screenshot, with 'Secure messaging' selected. The main content area displays:

- Messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a [View Details](#) button.

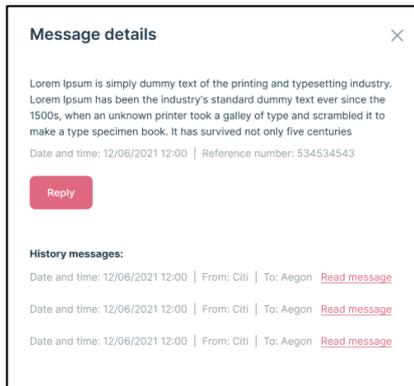
The user profile at the bottom left shows 'KG Kate Gabb Advisor'. A '+ Create New Message' button is visible in the top right corner.

### 3. Select *View Details*.

#### Information

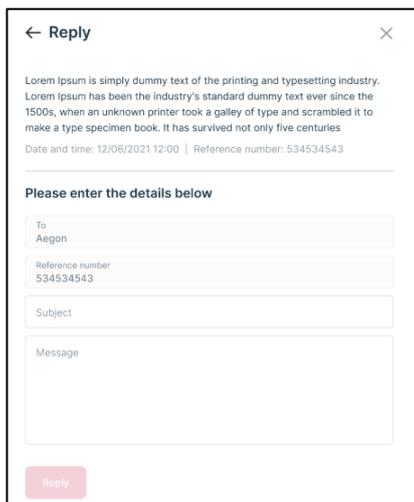


#### Result



### 4. Select *Reply*.

#### Result



### 5. Enter your message.

#### Result

The *Reply* button becomes available.

### 6. Select *Reply*.

#### Result

A temporary success message is displayed. Your message is sent.

Argon  
Accountancy

Secure messaging

Profile ID: 2386

Create New Message

Dashboard

Client Holdings

Secure messaging **2**

Documents

Advisor details

Notifications

How to use portal

Logout

Messages

Unread Read

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Client name>, <insert client...	View Details
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Client name>, <insert client...	View Details

Message sent  
You have successfully sent message to Argon.

KC Kate Cobb

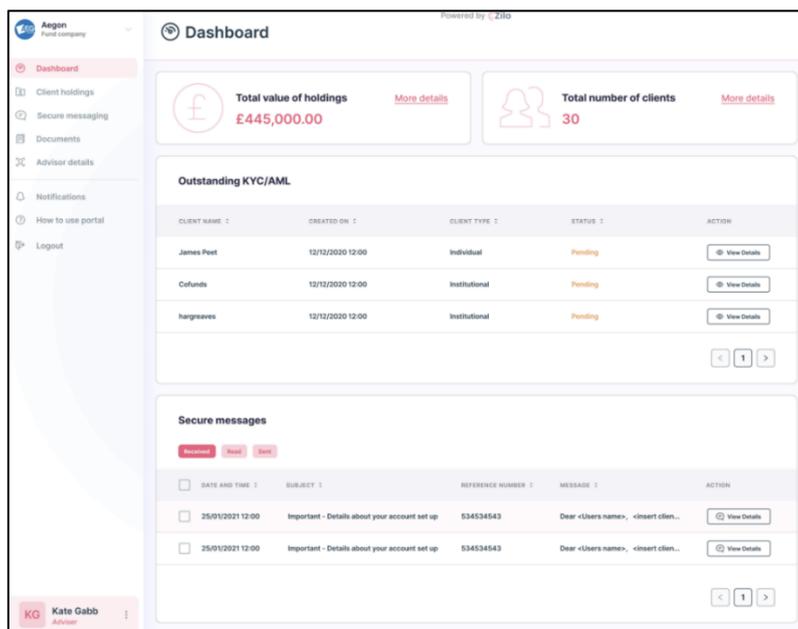
## Creating a secure message

You can create a secure message by selecting *Secure Messaging* on the left-hand side navigation panel.

### Create:

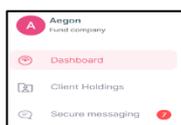
1. Login into the Advisor portal.

### Result

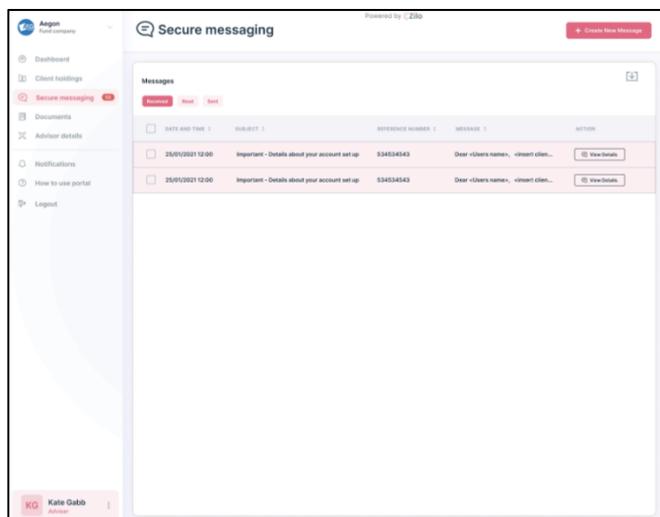


2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information



### Result



3. Select *Create New Message*.

## Information



## Result

New message ✕

Please enter the details below

To  
Aegon

Subject  
Order

Message  
Lorem Ipsum is simply dummy text of the printing and typesetting industry. Lorem Ipsum has been the industry's standard dummy text ever since the 1500s, when an unknown printer took a galley of type and scrambled it to make a type specimen book. It has survived not only five centuries

Send Message

4. Enter the message details.

## Result

The *Send Message* button becomes available.

5. Select *Send Message*.

## Result

A temporary success message is displayed. Your message is sent.

The screenshot shows the Aegon Secure messaging interface. On the left is a navigation menu with options: Dashboard, Client holdings, Secure messaging (highlighted with a red badge), Documents, Advisor details, Notifications, How to use portal, and Logout. The main area is titled 'Secure messaging' and 'Powered by Zilio'. At the top right of the main area is a red button '+ Create New Message'. Below this is a 'Messages' section with a table. The table has columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. There are two rows of messages, both with a status of 'Received'. A red success message box at the bottom right says 'Message sent' and 'You have successfully sent message to Aegon.'

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	View Details
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	View Details

## Downloading a report on secure messaging

You can create a report on secure messaging.

### Download:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Fund company Dashboard. The top navigation bar includes 'Dashboard', 'Client holdings', 'Secure messaging', 'Documents', 'Advisor details', 'Notifications', 'How to use portal', and 'Logout'. The main content area is divided into several sections:

- Total value of holdings:** £445,000.00 (with a 'More details' link).
- Total number of clients:** 30 (with a 'More details' link).
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three entries: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending).
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It lists two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up'.

The user profile 'KG Kate Gabb Advisor' is visible in the bottom left corner.

2. Select *Secure Messaging* on the left-hand side navigation panel.

### Information

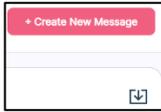
This close-up shows the left-hand side navigation panel. The 'Secure messaging' option is highlighted in red, indicating it is the selected page. Other options include 'Dashboard', 'Client Holdings', 'Documents', 'Advisor details', 'Notifications', 'How to use portal', and 'Logout'.

### Result

The screenshot shows the Aegon Fund company Secure messaging page. The top navigation bar includes 'Dashboard', 'Client holdings', 'Secure messaging', 'Documents', 'Advisor details', 'Notifications', 'How to use portal', and 'Logout'. The main content area is titled 'Secure messaging' and features a 'Create New Message' button. Below this is a table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It lists two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up'. The user profile 'KG Kate Gabb Advisor' is visible in the bottom left corner.

3. Select report download.

### Information



4. Select the download to see the report.

### Result

Date and Time	Subject	Reference Message
#####	Important: 00000172:	Your user set up has now been completed. Go to <a href="#">Advisor details</a> to view details. You can also view your client holdings on the <a href="#">Dashboard</a> .
#####	Important: 00000169:	Your user set up has now been completed. Go to <a href="#">Advisor details</a> to view details. You can also view your client holdings on the <a href="#">Dashboard</a> .
#####	Important: 00000169:	Your user set up has now been completed. Go to <a href="#">Advisor details</a> to view details. You can also view your client holdings on the <a href="#">Dashboard</a> .
#####	Important: 00000167:	Your user set up has now been completed. Go to <a href="#">Advisor details</a> to view details. You can also view your client holdings on the <a href="#">Dashboard</a> .
#####	Important: 00000167:	Your user set up has now been completed. Go to <a href="#">Advisor details</a> to view details. You can also view your client holdings on the <a href="#">Dashboard</a> .
#####	Important: 00000165:	Your account has been successfully created and you are free to place an investment. Your details are: agent name: Rob Gillespie; agent number-4402-00000165.

## Viewing documents

You can view documents by selecting *Documents* on the left-hand navigation panel.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor portal dashboard. The top left corner displays the Aegon logo and 'Fund company'. The main header is 'Dashboard' with 'Powered by Zoho' on the right. A left-hand navigation panel includes: Dashboard (selected), Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The dashboard content includes: 'Total value of holdings' at £445,000.00; 'Total number of clients' at 30; 'Outstanding KYC/AML' table with columns for Client Name, Created On, Client Type, Status, and Action; and 'Secure messages' table with columns for Date and Time, Subject, Reference Number, Message, and Action. A user profile for 'Kate Gabb, Adviser' is visible in the bottom left.

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

2. Select *Documents* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation panel with the 'Documents' option highlighted in red. Other options include Dashboard, Client Holdings, Secure messaging, and Logout.

### Result

By default, you see documents for the current day.

The screenshot shows the 'Documents' view with filters for 'Select date' (Today), 'Select date' (17/11/2022 - 17/11/2022), and 'Document type'. A search button is present. Below the filters, there is a printer icon and the text 'No documents are available yet'.

<b>Column</b>	<b>Purpose</b>
DOCUMENT DESCRIPTION	The description of the document.
DOCUMENT TYPE	The selected document type.
UPLOAD FORMAT	The format of the file uploaded.
FILE NAME	The name of the file.
UPLOADED ON	The date of upload.

## Filtering documents based on date

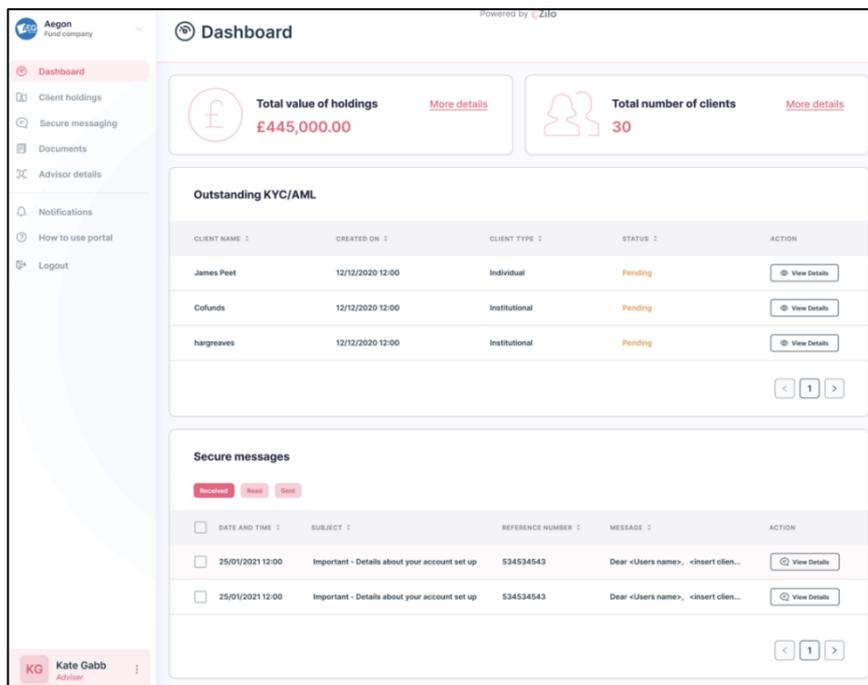
You can view documents by selecting date filters. Select *Documents* on the left-hand navigation panel.

By selecting custom in the drop-down menu, you can create a custom filter using the pop-out calendar.

### Filter:

1. Login into the Advisor portal.

### Result



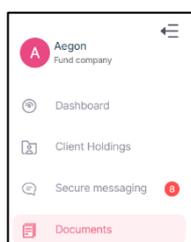
The screenshot displays the Aegon Advisor portal dashboard. The top left shows the Aegon logo and 'Fund company'. The main dashboard area includes:

- Total value of holdings:** £445,000.00 (with a 'More details' link).
- Total number of clients:** 30 (with a 'More details' link).
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three clients: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each row has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a 'View Details' button.

The bottom left corner shows the user profile: 'KG Kate Gabb, Advisor'.

2. Select *Documents* on the left-hand side navigation panel.

### Information



The screenshot shows the navigation menu on the left side of the Aegon Advisor portal. It includes the Aegon logo and the following items:

- Dashboard
- Client Holdings
- Secure messaging (with a red notification badge)
- Documents (highlighted in pink)

### Result

By default, you see documents for the current day.

Documents

Select date Today

Select date 17/11/2022 - 17/11/2022

Document type

Search

No documents are available yet

3. Select a date filter from the drop-down menu.

**Example**

Select *Custom*.

Documents

Select date

**Result**

The pop-out calendar becomes available.

Select date Custom

Select date From Date - To Date

4. Select the required date range.

**Result**

Select date Custom

Select date 07/11/2022 - 25/11/2022

Document type

Search

DOCUMENT DESCRIPTION	DOCUMENT TYPE	UPLOAD FORMAT	FILE NAME	UPLOADED ON
General Enquiry	Supporting Document	PDF	AdvisorRegistrationForm.pdf	14/11/2022

< 1 > 10 / page

## Searching documents based on document type

You can search documents by document type. Select *Documents* on the left-hand navigation panel.

### Search:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The left-hand navigation panel includes: Dashboard (selected), Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area is titled 'Dashboard' and features:

- Total value of holdings:** £445,000.00 (with a 'More details' link).
- Total number of clients:** 30 (with a 'More details' link).
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three entries: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each entry has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a 'View Details' button.

At the bottom left, the user profile is shown as 'KG Kate Gabb Advisor'.

2. Select *Documents* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation menu. The 'Documents' option is highlighted in red, indicating it is the selected page.

### Result

By default, you see documents for the current day.

The screenshot shows the 'Documents' search interface. It includes a date range selector set to 'Today' (17/11/2022 - 17/11/2022) and a 'Document type' dropdown menu. A 'Search' button is located to the right of the dropdown. Below the search filters, there is a printer icon and the text 'No documents are available yet'.

3. Select a date filter from the drop-down menu.

### Information

Select *date*



Documents

Select date

### Result



Select date

Last 90 days

4. Select a document type from the drop-down menu.

### Information



Document type

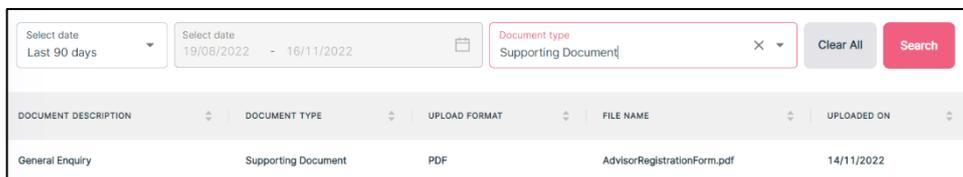
Supporting Document

### Result

The *Search* button becomes available.

5. Select *Search*.

### Result



Select date: Last 90 days

Select date: 19/08/2022 - 16/11/2022

Document type: Supporting Document

Clear All Search

DOCUMENT DESCRIPTION	DOCUMENT TYPE	UPLOAD FORMAT	FILE NAME	UPLOADED ON
General Enquiry	Supporting Document	PDF	AdvisorRegistrationForm.pdf	14/11/2022

## Uploading documents

You can search upload documents by selecting *Documents* on the left-hand navigation panel.

The following formats are supported: *JPEG*, *PDF*, and *PNG*.

### Upload:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Advisor Dashboard. The left-hand navigation panel includes: Dashboard, Client holdings, Secure messaging, Documents, Advisor details, Notifications, How to use portal, and Logout. The main content area is titled 'Dashboard' and includes:

- Total value of holdings:** £445,000.00 (with a 'More details' link)
- Total number of clients:** 30 (with a 'More details' link)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, and ACTION. It lists three entries: James Peet (Individual, Pending), Cofunds (Institutional, Pending), and hargreaves (Institutional, Pending). Each entry has a 'View Details' button.
- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, and ACTION. It shows two messages from 25/01/2021 12:00 with the subject 'Important - Details about your account set up' and reference number 534534543. Each message has a 'View Details' button.

The user profile 'Kate Gabb' is visible in the bottom left corner.

2. Select *Documents* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation menu. The 'Documents' option is highlighted in pink, indicating it is the selected view.

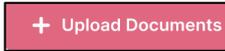
### Result

By default, you see documents for the current day.

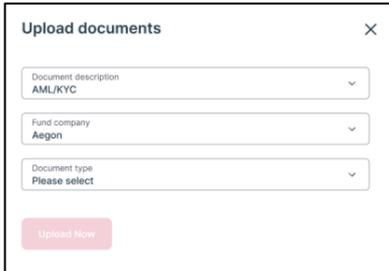
The screenshot shows the 'Documents' view. At the top, there are filters: 'Select date' (Today), 'Select date' (17/11/2022 - 17/11/2022), and 'Document type'. A 'Search' button is located to the right of the filters. Below the filters, there is a printer icon and a message: 'No documents are available yet'.

3. Select *Upload Documents*.

### Information



### Result



4. Select a *Document description* from the drop-down menu.

### Example



5. Select a *Fund company* from the drop-down menu.
6. Select a *Document type* from the drop-down menu.

### Example

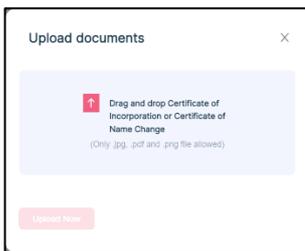


### Result

The *Upload Now* button becomes available.

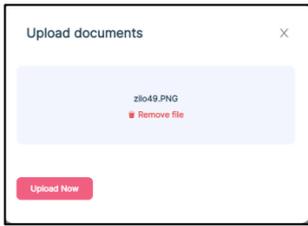
7. Select *Upload Now*.

### Result



8. Drag and drop the file.

### Result



The *Upload Now* button becomes available.

9. Select *Upload Now*.

## Result

Select date Today | Select date 17/11/2022 - 17/11/2022 | Document type | Search

DOCUMENT DESCRIPTION	DOCUMENT TYPE	UPLOAD FORMAT	FILE NAME	UPLOADED ON
Account Maintenance	Certificate of Incorporation or Certificate of Name Change	PNG	zlo49.PNG	17/11/2022

< 1 > 10 / page

Document uploaded successfully.

## View advisor details

You can view your advisor details by selecting *Advisor details* on the left-hand navigation panel.

### View:

1. Login into the Advisor portal.

### Result

The screenshot shows the Aegon Dashboard. The left-hand navigation panel is visible, with 'Advisor details' selected. The main content area displays the following sections:

- Total value of holdings:** £445,000.00 (More details)
- Total number of clients:** 30 (More details)
- Outstanding KYC/AML:** A table with columns: CLIENT NAME, CREATED ON, CLIENT TYPE, STATUS, ACTION.

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

- Secure messages:** A table with columns: DATE AND TIME, SUBJECT, REFERENCE NUMBER, MESSAGE, ACTION.

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

At the bottom left, the user profile is shown as 'KG Kate Gabb, Advisor'.

2. Select *Advisor details* on the left-hand side navigation panel.

### Information

The screenshot shows the Aegon navigation panel. The 'Advisor details' option is highlighted in pink. Other options include Dashboard, Client Holdings, Secure messaging (with a red notification badge), Documents, and Logout.

### Result

The screenshot shows the 'Advisor details' page. It features a search bar with 'Advisor name' and 'Advisor number' fields, and a 'Search' button. Below the search bar is a table with columns: ADVISOR NUMBER, ADVISOR NAME, ADVISOR TYPE, ADVISOR SUB-TYPE, ACTION.

ADVISOR NUMBER	ADVISOR NAME	ADVISOR TYPE	ADVISOR SUB-TYPE	ACTION
4402-00000165	Rob Gillespie	Authorised	Advised	<a href="#">View Details</a>

At the bottom right, there is a pagination control showing '1' of 10 pages.

<b>Column</b>	<b>Purpose</b>
ADVISOR NUMBER	Advisors allocated number.
ADVISOR NAME	The advisors name.
ADVISOR TYPE	The advisor type.
ADVISOR SUB-TYPE	The advisor sub-type.
ACTION	Select to view details.

## View detailed information for you advisor

You can view detailed information about for your advisor by selecting *Advisor details* on the left-hand navigation panel.

### View:

1. Login into the Advisor portal.

### Result

CLIENT NAME	CREATED ON	CLIENT TYPE	STATUS	ACTION
James Peet	12/12/2020 12:00	Individual	Pending	<a href="#">View Details</a>
Cofunds	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>
hargreaves	12/12/2020 12:00	Institutional	Pending	<a href="#">View Details</a>

DATE AND TIME	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>
25/01/2021 12:00	Important - Details about your account set up	534534543	Dear <Users name>, <insert clien...	<a href="#">View Details</a>

2. Select *Advisor details* on the left-hand side navigation panel.

### Information

### Result

ADVISOR NUMBER	ADVISOR NAME	ADVISOR TYPE	ADVISOR SUB-TYPE	ACTION
4402-0000165	Rob Gillespie	Authorised	Advised	<a href="#">View Details</a>

### 3. Select *View Details*.

## Result

**Advisory details** ⓘ ×

---

**Advisor details**

Advisor name:	Rob Gillespie
Advisor code:	4402-00000165
Advisor type:	Authorised
Advisor sub-type:	Advised
Regulatory body:	Financial Conduct Authority (FCA)
Regulatory reference number:	1234567
Network agent:	--
Registered address:	1 Elms Farm Road London United Kingdom EC1N 7NE

**Contact details**

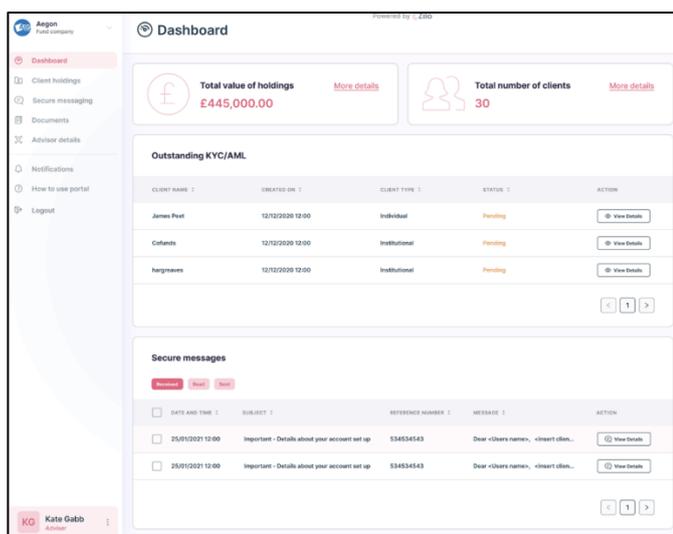
## Download a report about advisors

You can create a report about advisors by selecting *Advisor details* on the left-hand navigation panel.

### Download:

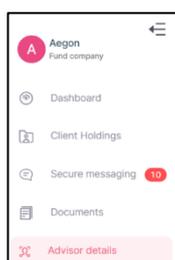
1. Login into the Advisor portal.

### Result

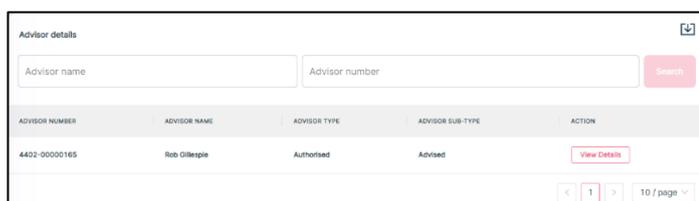


2. Select *Advisor details* on the left-hand side navigation panel.

### Information



### Result



3. Select Download a report.

### Information



4. Select the download to open the report.

**Result**

ADVISOR I	ADVISOR M	ADVISOR T	ADVISOR SUB-TYPE
4402-0000	Rob Gilles	Authorisec	Advised

## Document history

Document history is recorded in reverse chronological order.

Creator	Date	Approver	Date	Notes
RG	29/05/23			First version published