Advisor Portal.

Account creation, user self-management and using services

Version Ci UK 1.0.0

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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

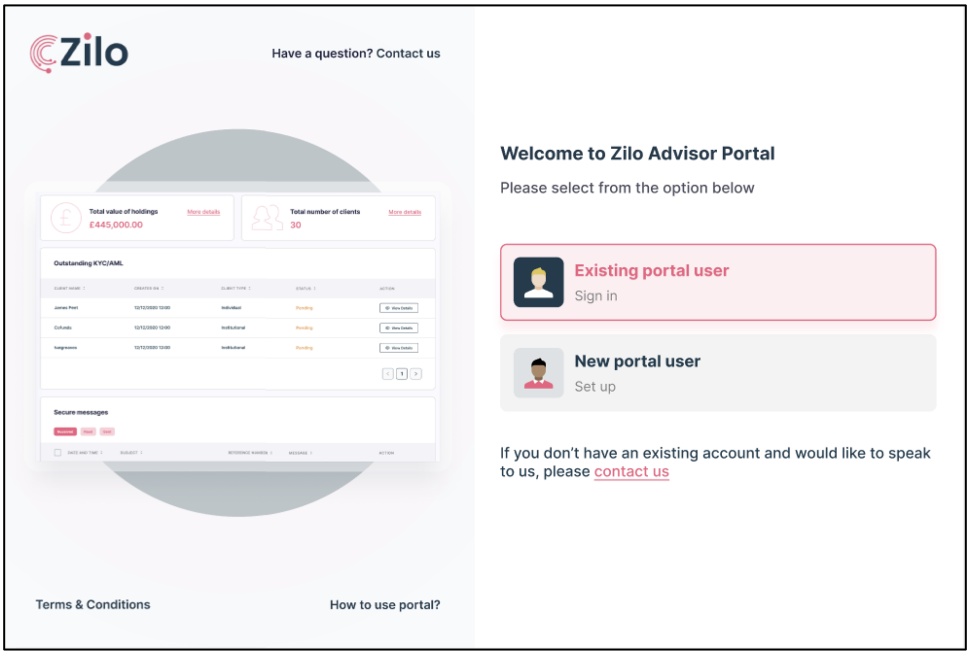
After initial registration is complete, you must download the advisor registration form. You must complete this form and then upload it back to the portal. Additionally, you may be asked to provide additional documentation.

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:

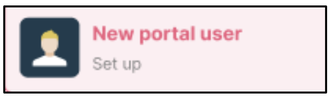
1. Navigate to the Advisor portal.

   Information

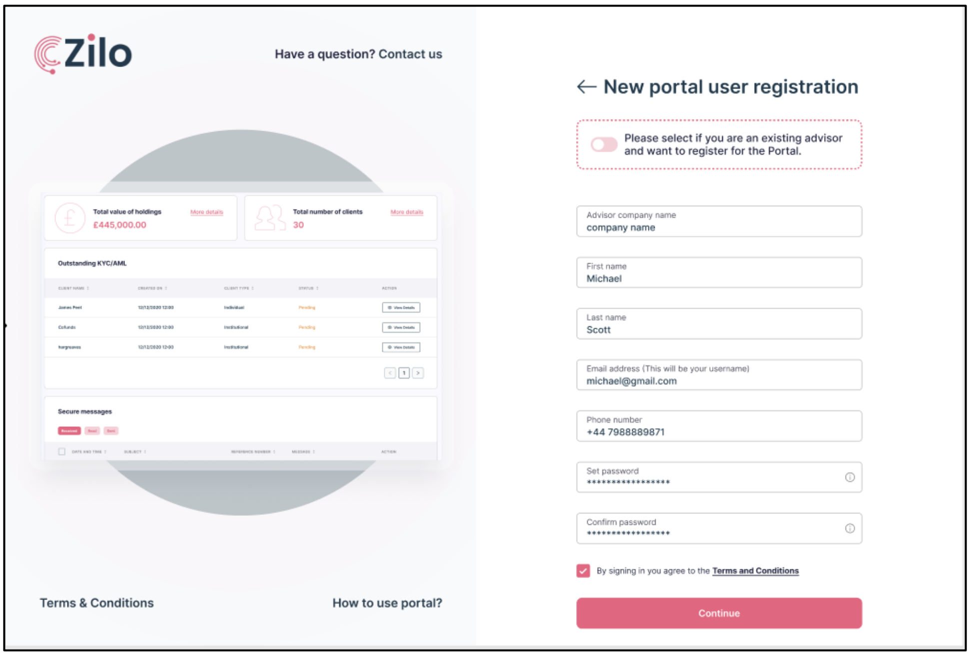
   

2. Select *New Portal User*.

   Information

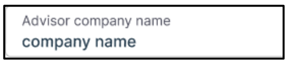
   

   Result



3. Enter your *Advisor company name.*

Information



4. Enter your *First name.*

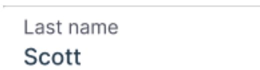
Information

First name is first given name.

Example

5. Enter your *Last name.*

Example



6. Enter your *email address.*

Example

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

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

9. 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.

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

Information

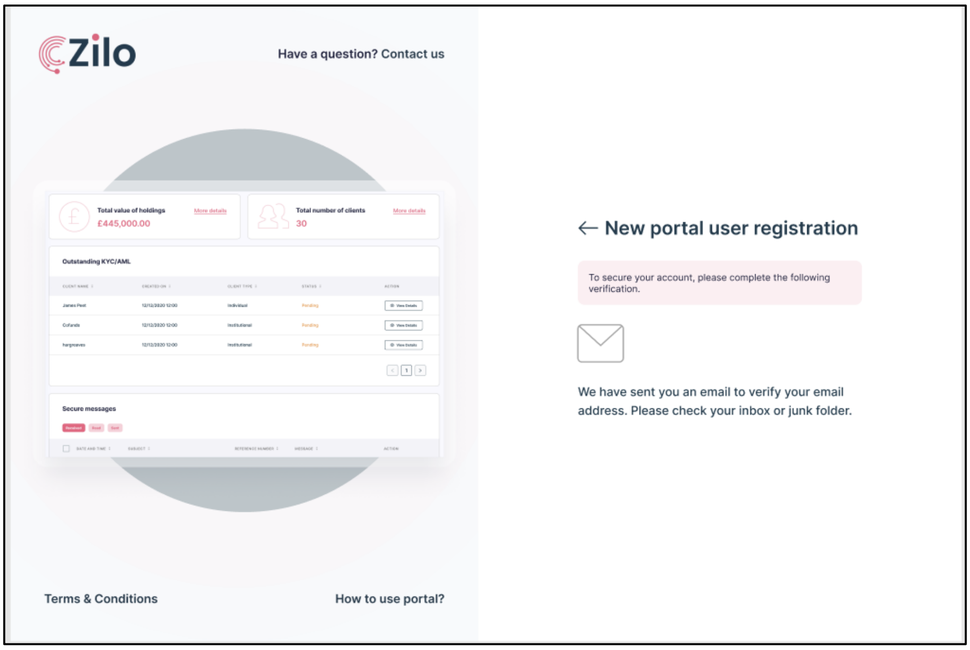
Note

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

11. Select *Continue*.

Information

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.

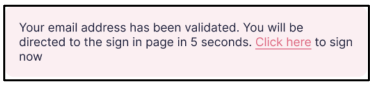
The email may be in your junk mail folder.

ZILO^{TM} are our technology partners.

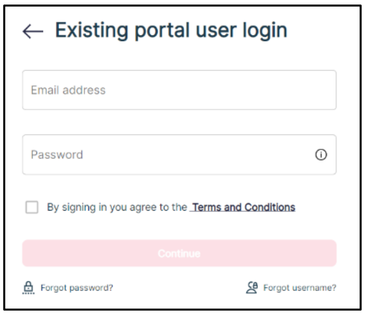
13. Select the link in the email.

Result

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



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



16. Enter your *Email address.*

Result

17. Enter your *Password.*

Result

Note

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

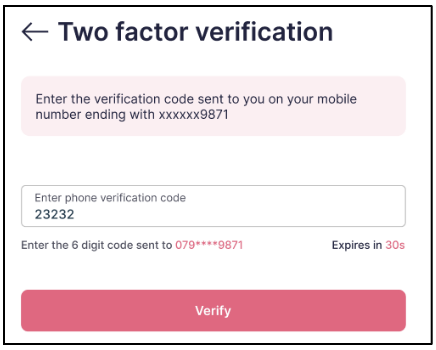
18. Select the box to *agree to the Terms and Conditions.*

Information

19. Select *Continue.*

Result

You are now required to verify your mobile phone number.

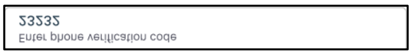


14. Enter the *phone verification code*.

    Information

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

    Example

    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.

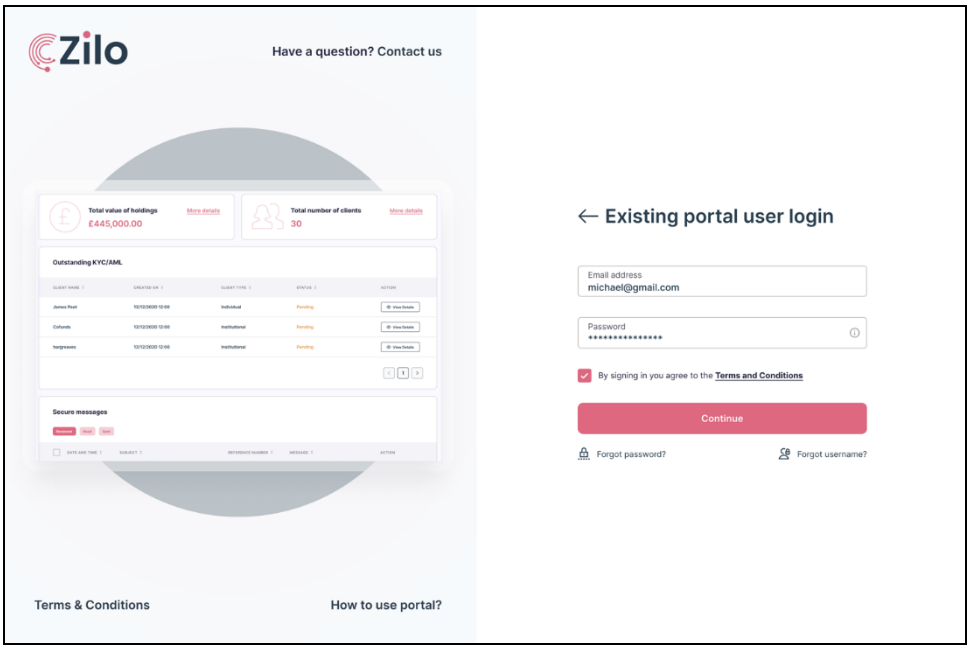
15. Select *Verify*.

    Information

    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

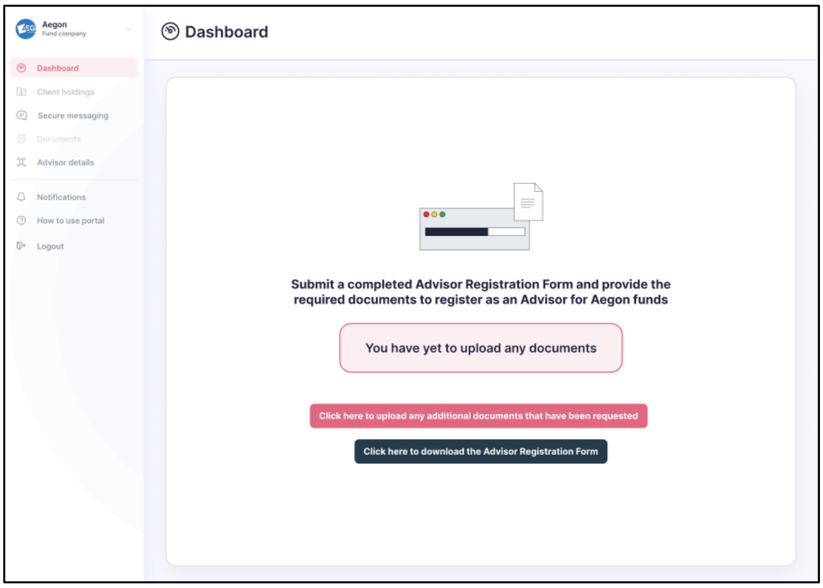
19. Select *Continue*.

    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.

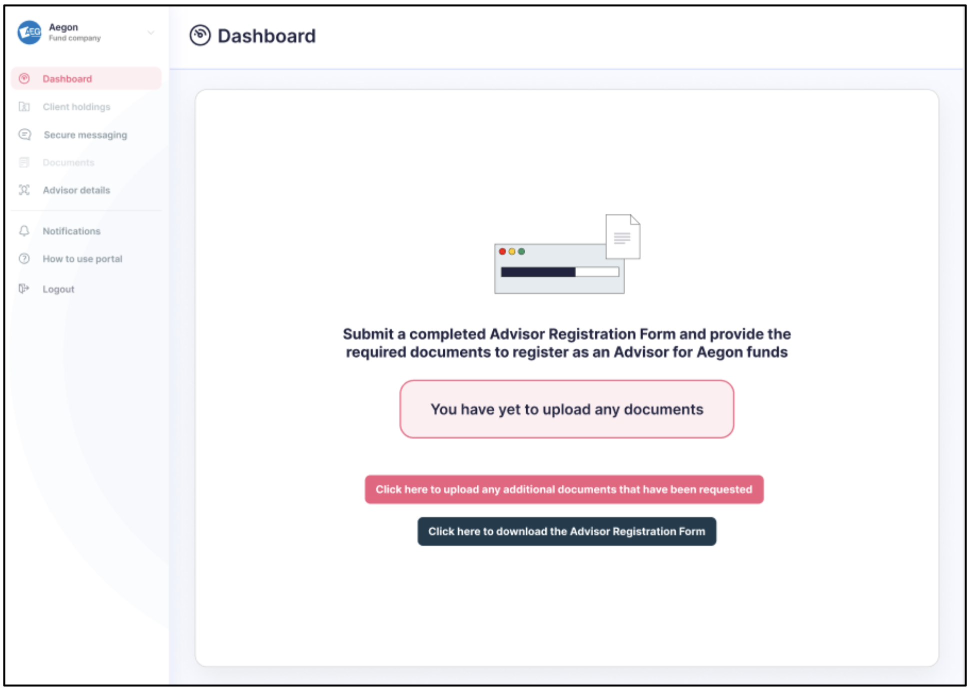
Post-requisites

- 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

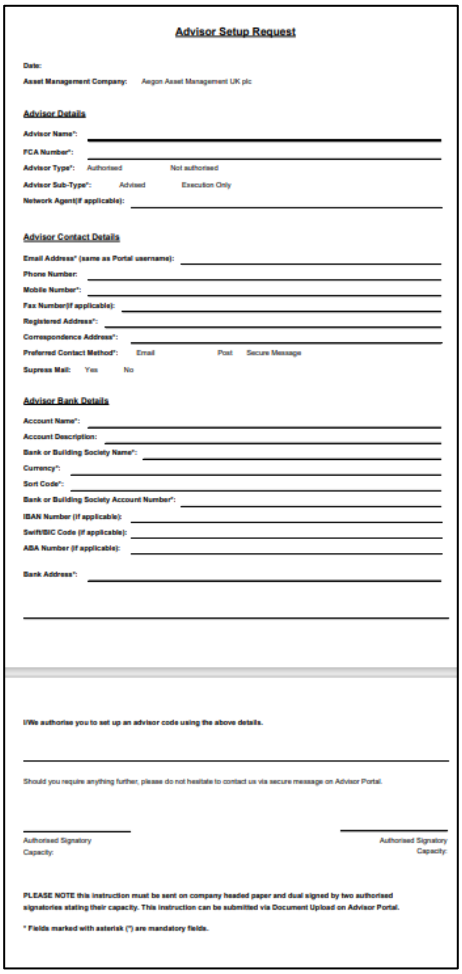
2. Select *Download now*.

   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: Aegon Asset Management UK plc

Advisor Details

Advisor Name*:

FCA Number*:

Advisor Type*: Authorised Not authorised

Advisor Sub-Type*: Advised 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

Supress 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 authorise 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.

Authorised Signatory
Capacity:

Authorised Signatory
Capacity:

PLEASE NOTE this instruction must be sent on company headed paper and dual signed by two authorised 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.

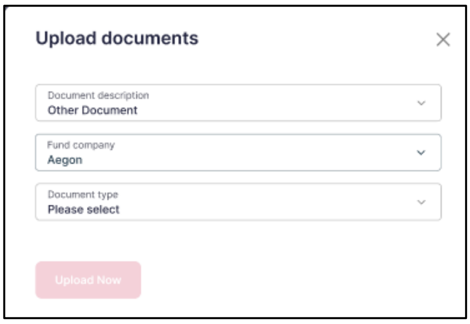
Uploading documents:

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

   Information

   Result

   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

3. Select *Fund company.*

   Example

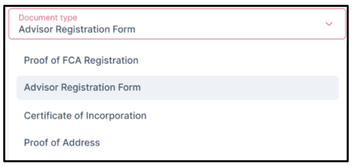
   

4. Select *Document type.*

   Information

Example

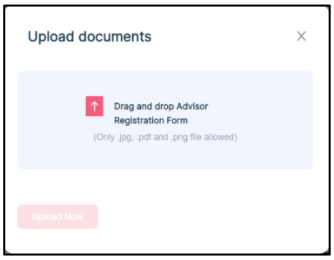


5. Optionally, select + to add more documents.

Information

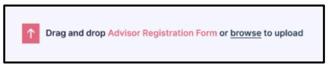
6. Select *Upload Now*.

Result



7. Select drag *and drop* specified documents.

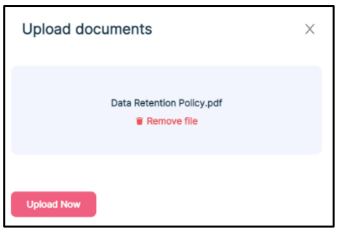
Information



Note

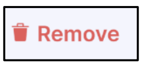
You must upload the correct document for the document type selected.

Result



Note

You can remove documents by selecting remove.

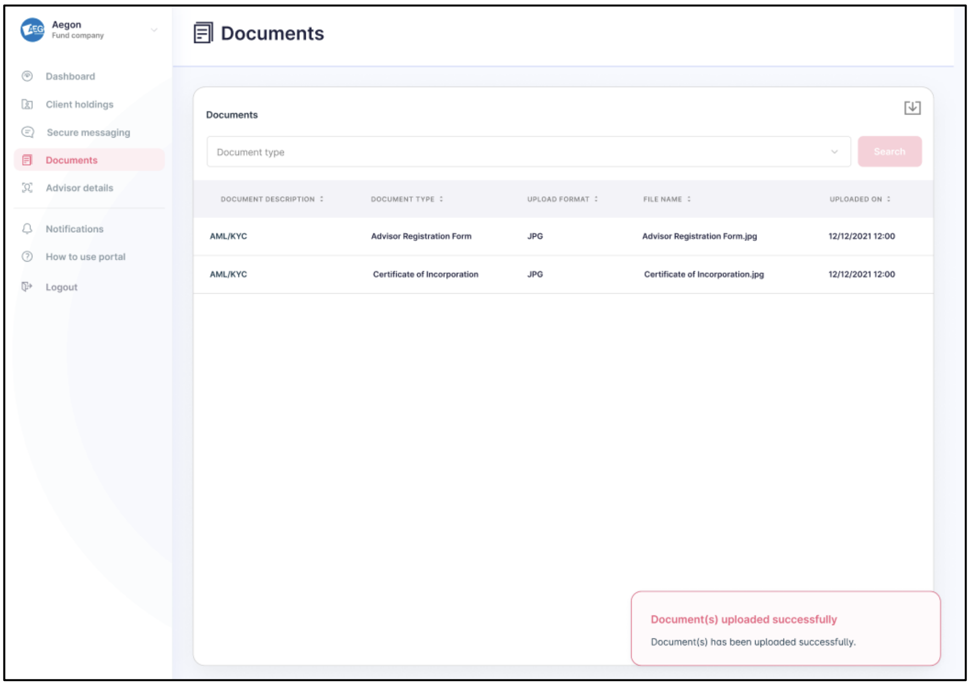


8. Select *Upload Now*.

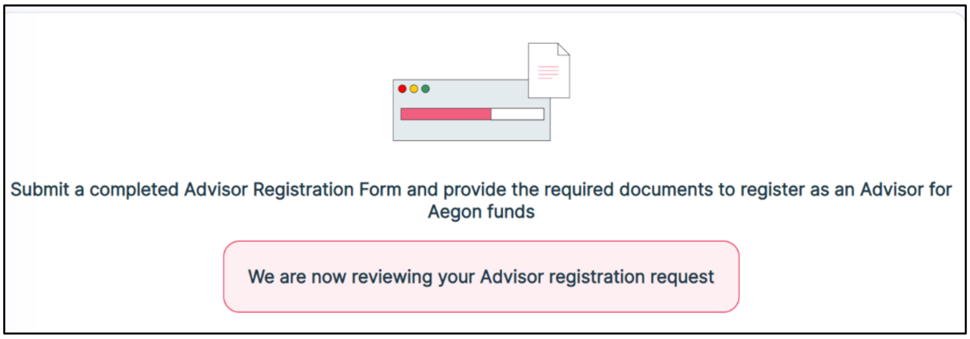
Information

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.

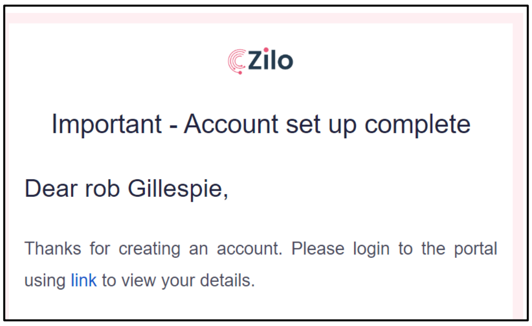
   Information

   The mail will be from help@ziloglobal.

   The email may be in your junk mail folder.

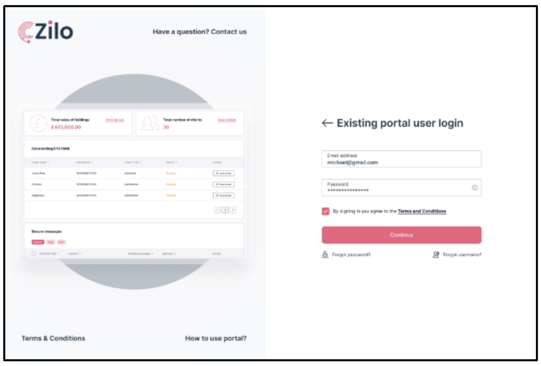
   ZILO^{TM} are our technology partners.

   Result

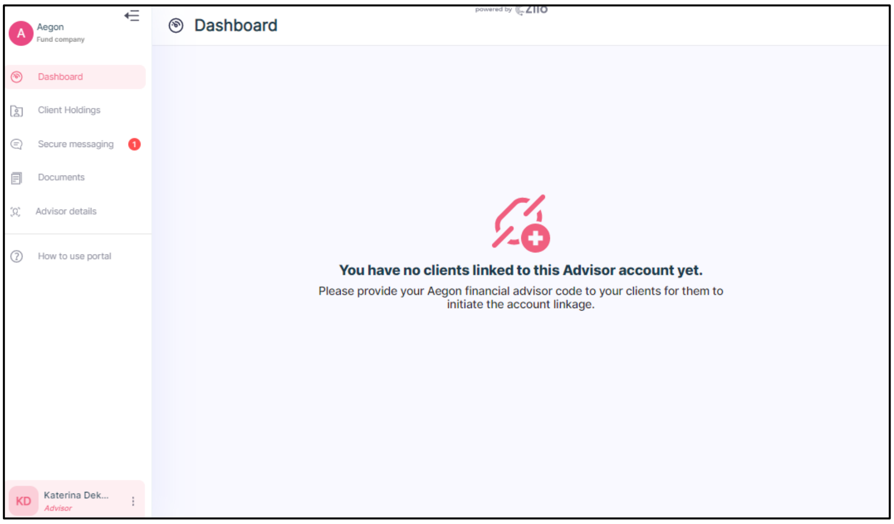
   

3. Select the *link*.

   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
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.

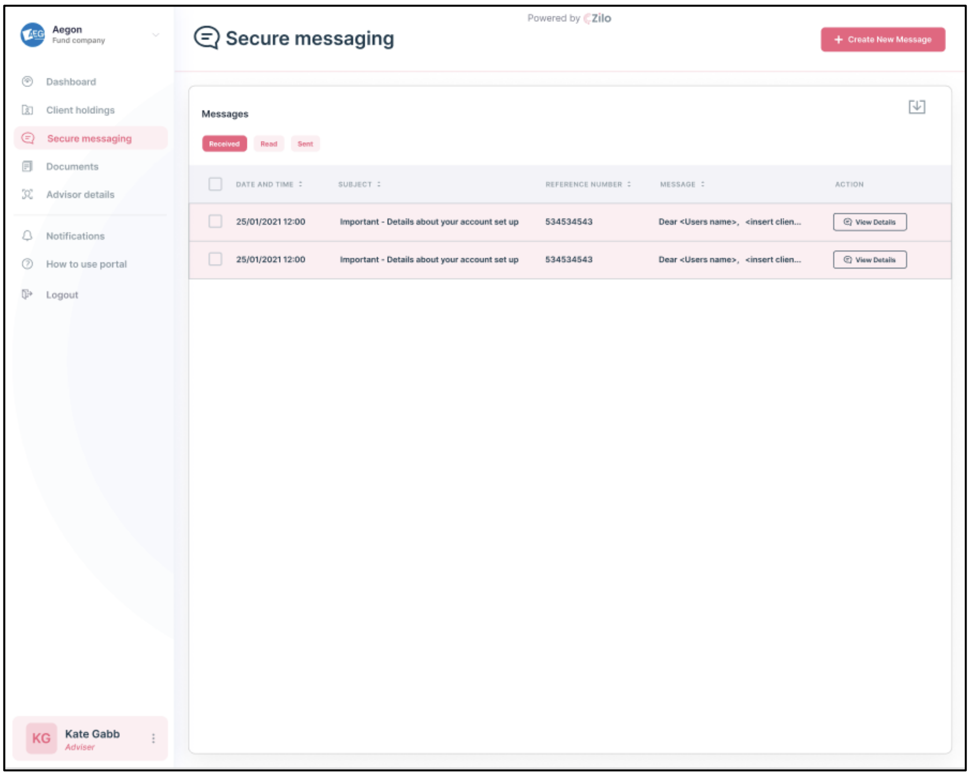
   Note

   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

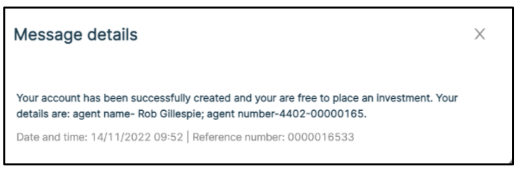
   

2. Select *View Details.*

   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.

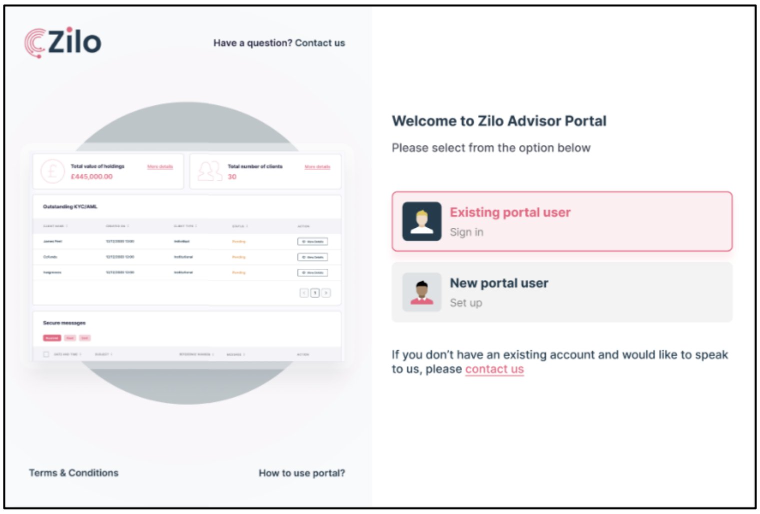
Prerequisites

- 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:

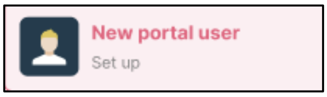
1. Navigate to the Advisor Portal.

   Information

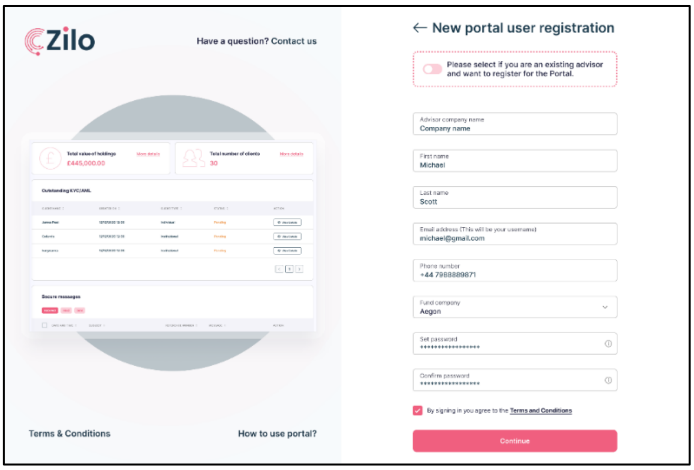


2. Select *New Portal User*.

   Information

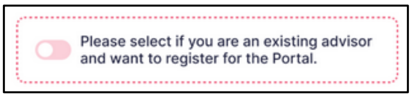


   Result

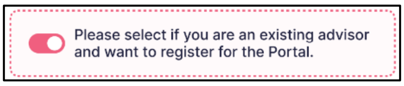


3. Select the slider.

   Information

   Result

4. Enter you *Advisor company name*.

   Example

   Note

   You must use the registered company name.

5. Enter your *first name*.

   Example

6. Enter your *last name*.

   Example

7. Enter your *email address*.

   Example

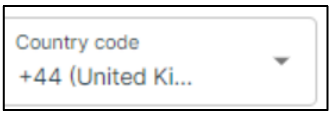
   

   Note

   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

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.*

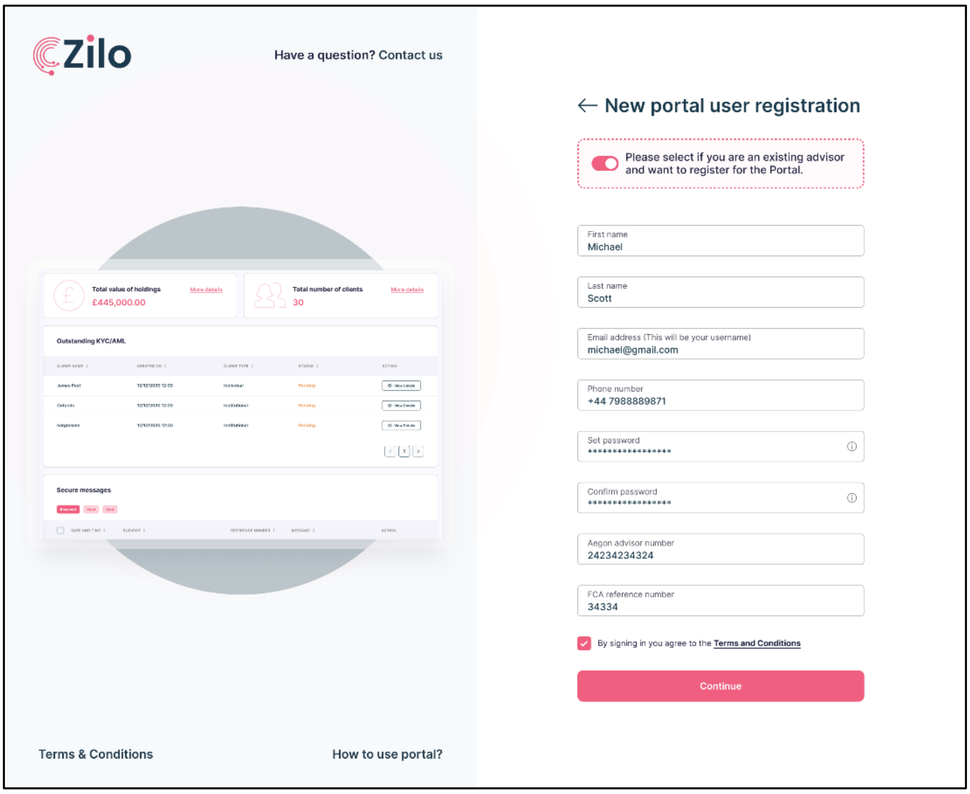
Information

Note

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

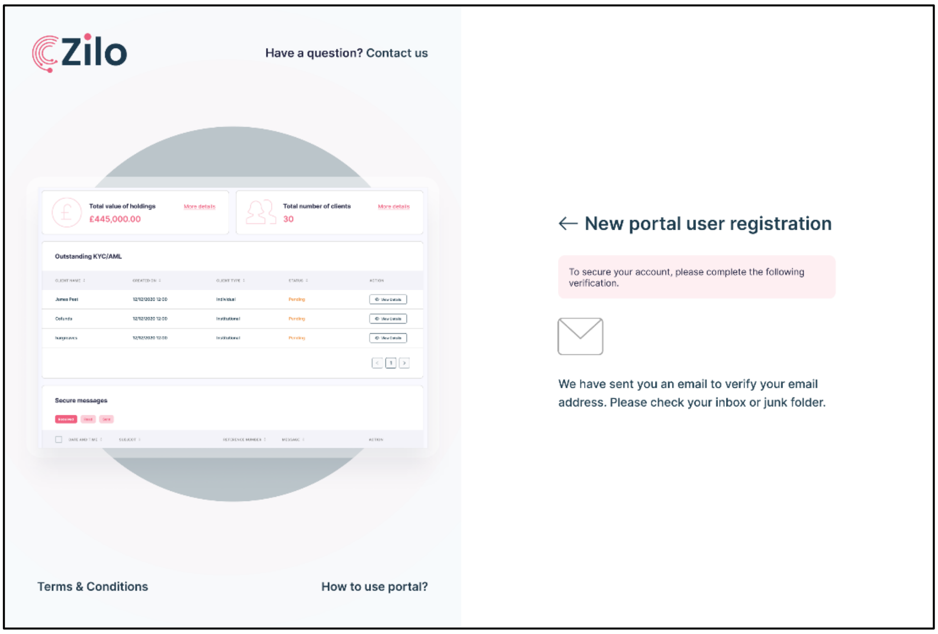
Result

The continue button becomes available.



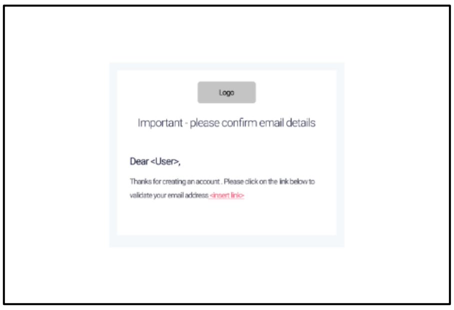
15. Select *Continue*.

Result



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

Information

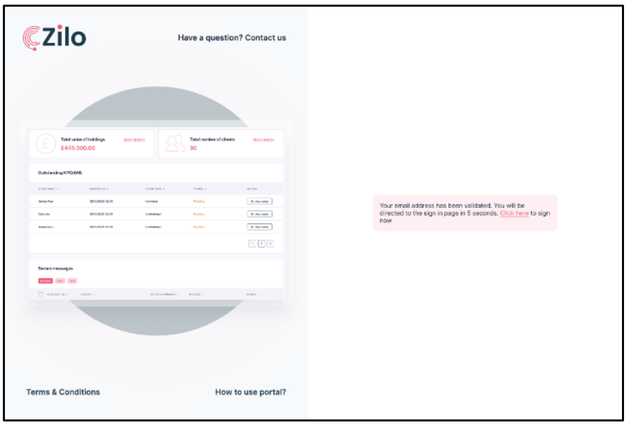


17. Select the link in the email.

Information

Selecting the link validates your email address.

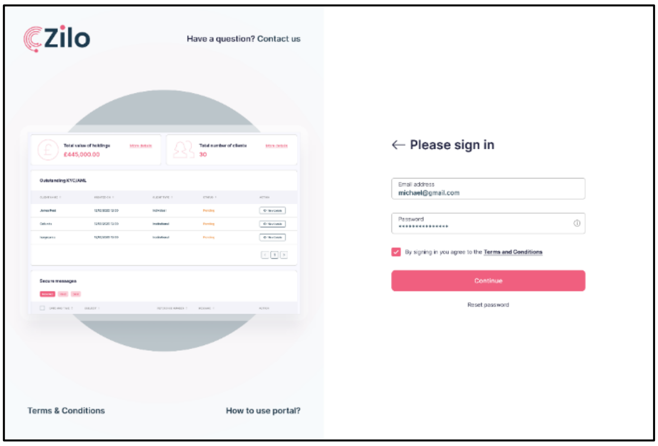
Result



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.

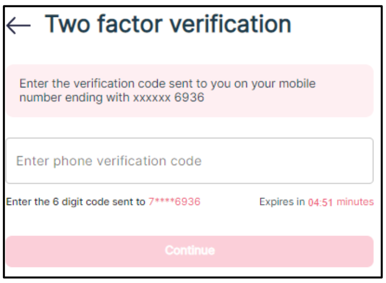
    Result

    The continue button becomes available.

22. Select *Continue*.

    Result

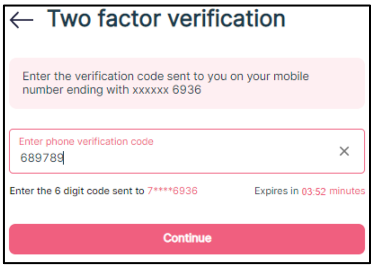
    A one-time passcode is sent to your registered mobile number. The code is time sensitive. You have 5 minutes to enter the code before it expires. If it expires, you must request that a new code to be sent.



23. Enter the code.

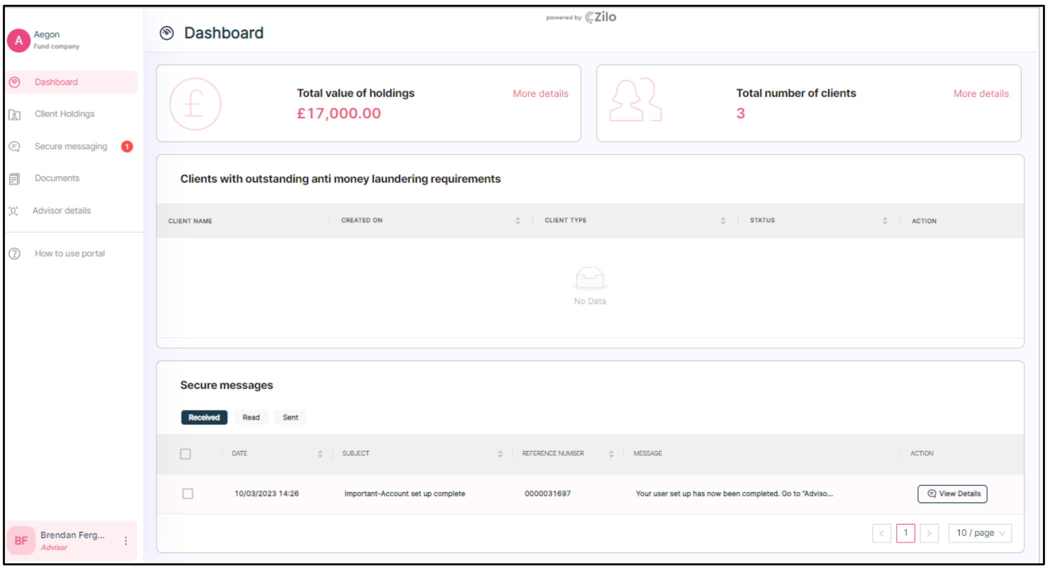
    Result

The continue button becomes available.

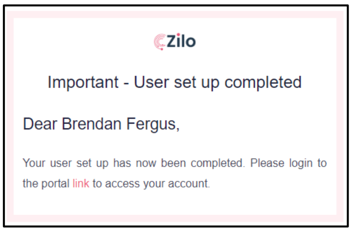


24. Select *Continue*.

Result



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



You will also be sent a secure message.

AEGON

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.

SPE AA1

Creating a new Advisor Portal Account-temporary account

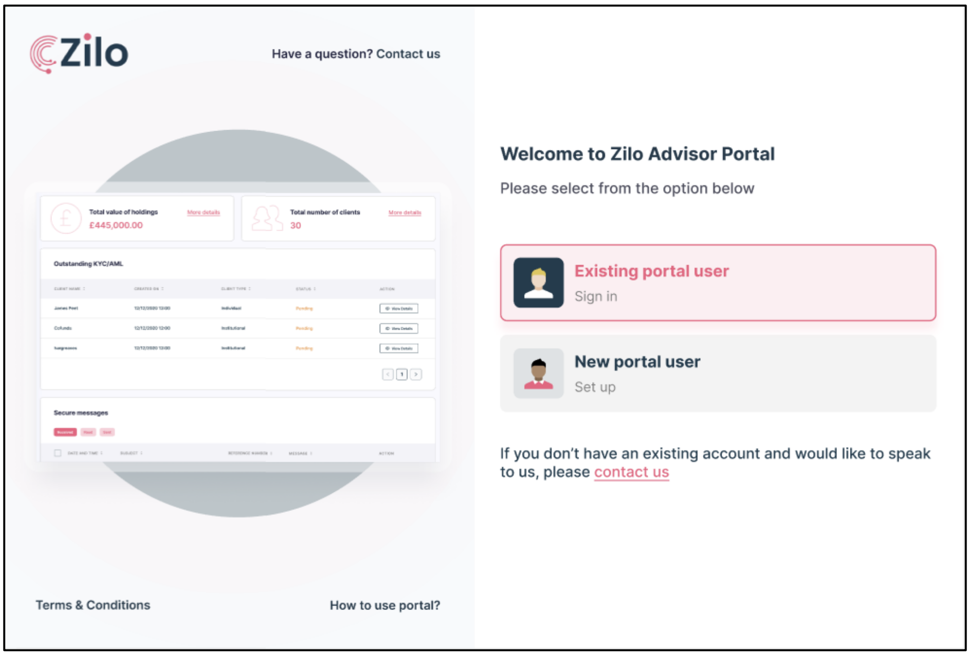
An advisor can request that a temporary account is created. This will enable the advisor to communicate with the Transfer Agent securely.

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:

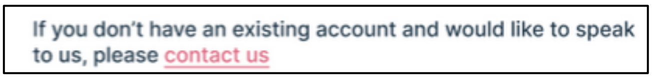
1. Navigate to the Advisor Portal.

   Information

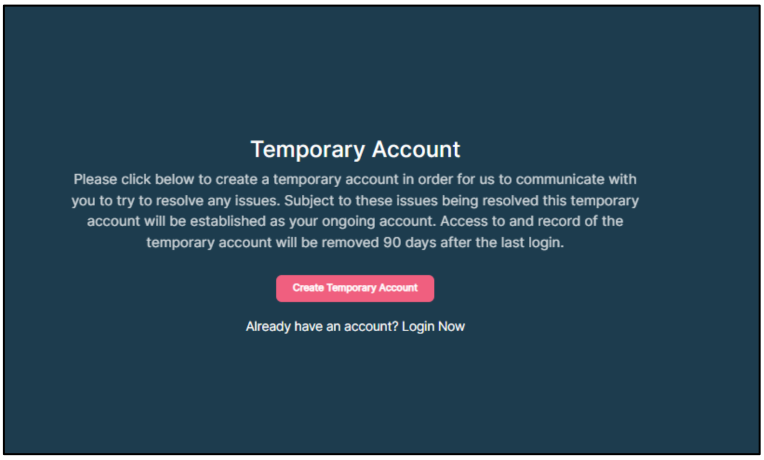


2. Select *Contact us*.

   Information

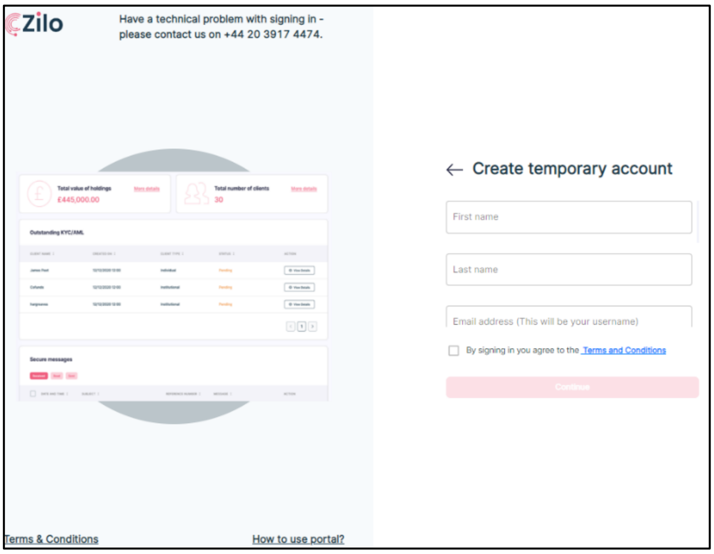


   Result



3. Select *Create Temporary Account*.

Result



4. Enter your first name.

Example

5. Enter your last name.

Example

6. Enter your email address.

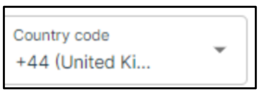
Example

Note

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

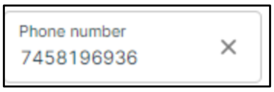
7. Select your mobile phone number Country code.

Example



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

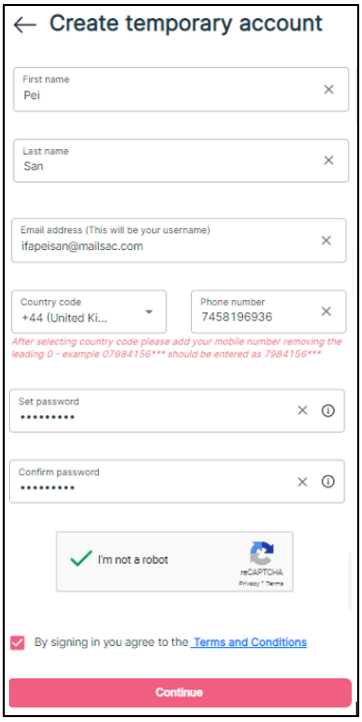
Note

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.

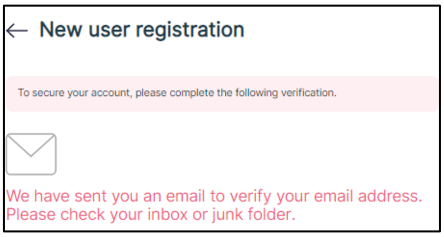
Result

The *Continue* button becomes available.



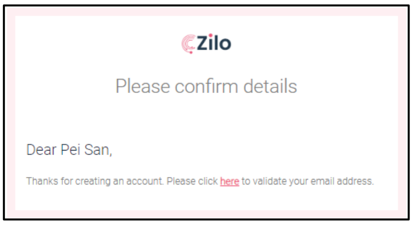
12. Select *Continue*.

Result



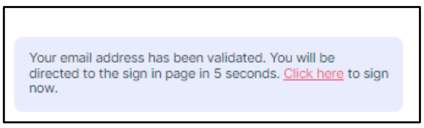
13. Navigate to your email account and find the account verification email.

Example

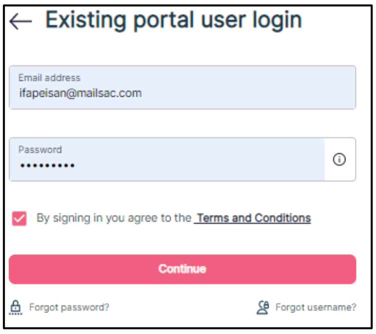


14. Select the link.

Result



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.

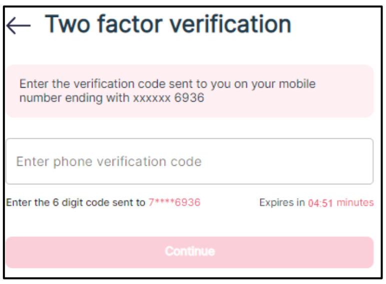
    Result

    The continue button becomes available.

18. Select *Continue*.

    Result

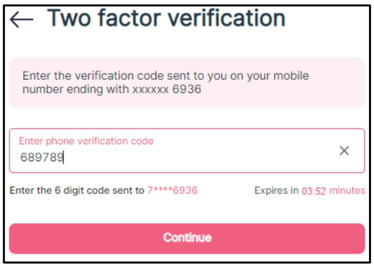
    A one-time passcode is sent to your registered mobile number. The code is time sensitive. You have 5 minutes to enter the code before it expires. If it expires, you must request that a new code to be sent.

19. Enter the code.

    Result

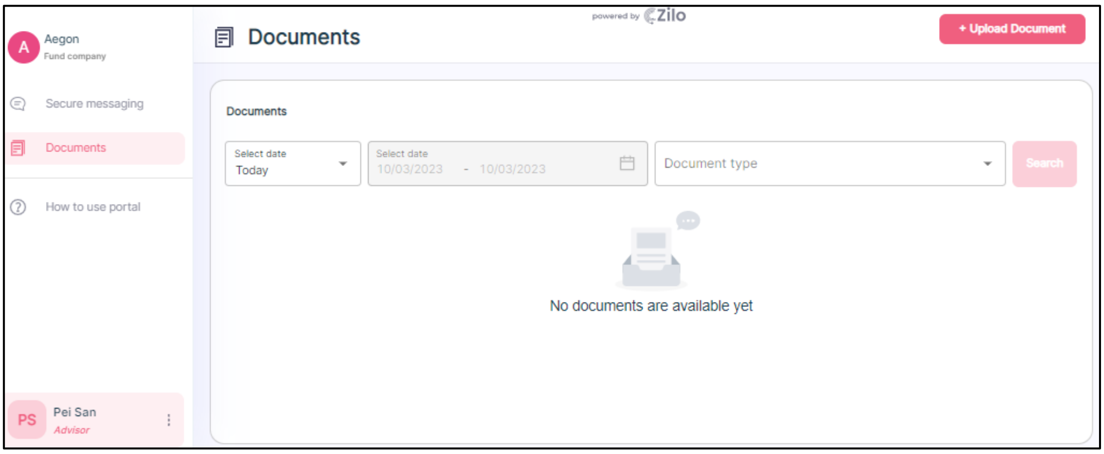
    The continue button becomes available.



20. Select *Continue*.

Result

A temporary account is created.



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

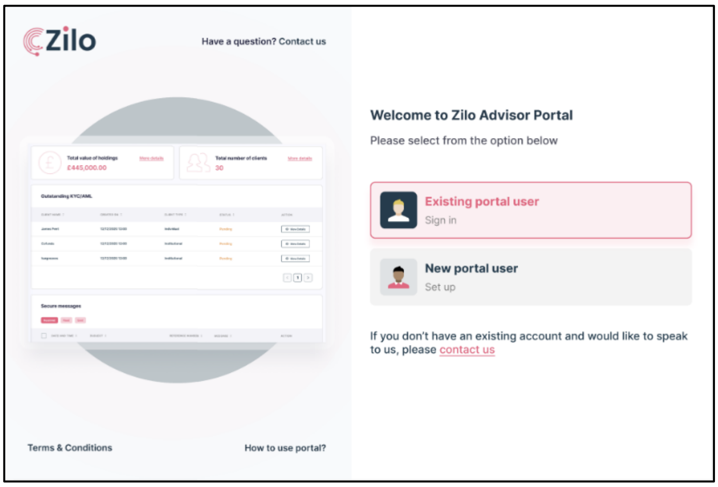
Logging into your account

Existing Advisor Portal login-clients linked

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

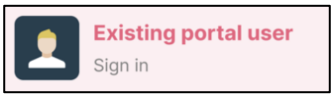
Users can (prior to logging in):

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

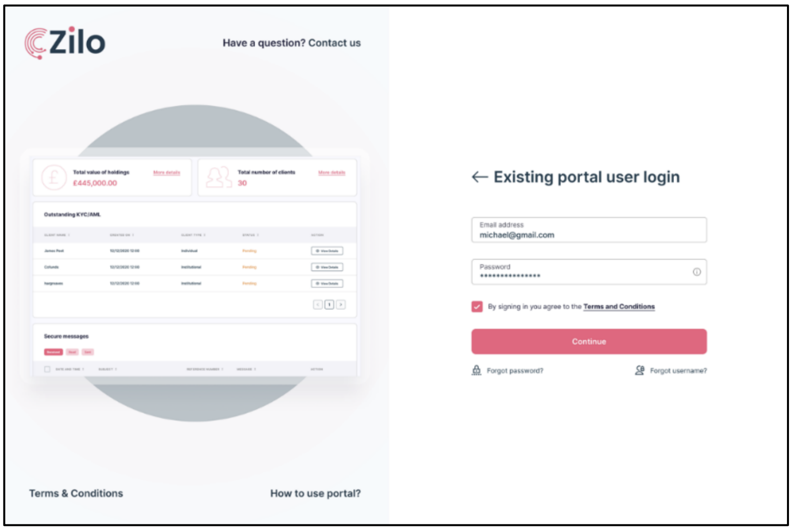


1. Select *Existing portal user.*

Information

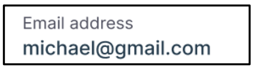


Result



2. Enter your *Email Address.*

Example



3. Enter your *Password*.

Example

Note

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

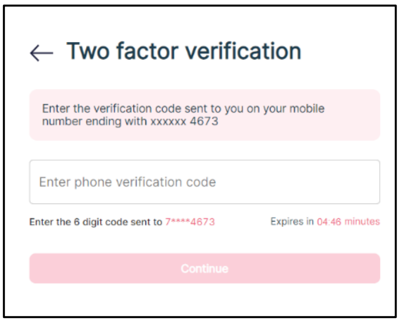
4. Select the box to *agree to the Terms and Conditions*.

Information

5. Select *Continue*.

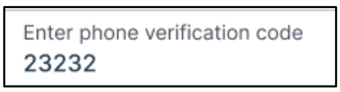
Information

Result



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.

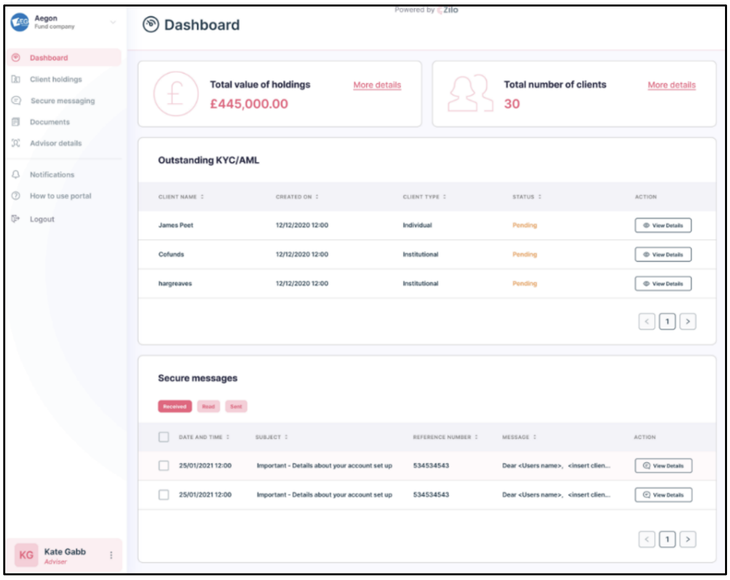
If you do not receive the code, or the time expires, select resend. The code will be resent.

7. Select *Verify*.

Information

Result

On successful login, you are taken to the dashboard.



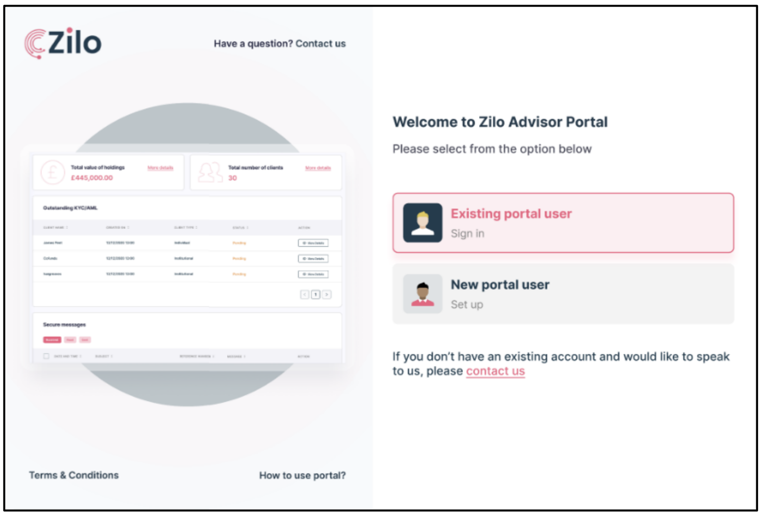
Existing Advisor Portal login-clients not linked

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.

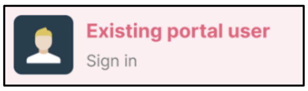
Users can (prior to logging in):

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

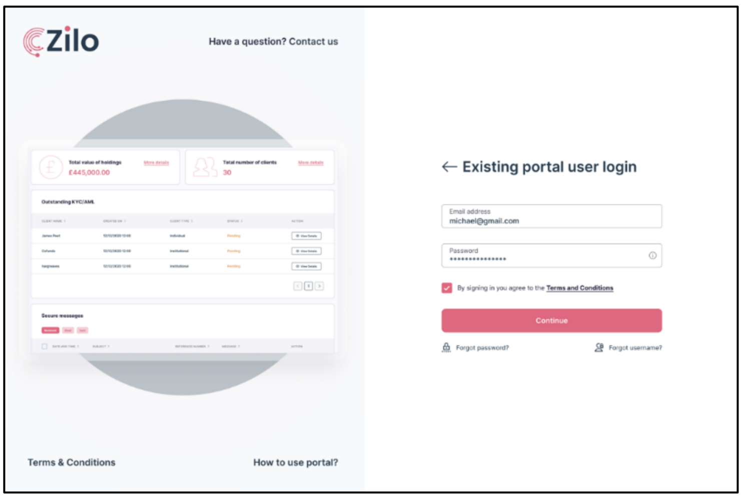


1. Select *Existing portal user.*

Information

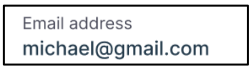


Result



2. Enter your *Email Address.*

Example



3. Enter your *Password.*

Example

Note

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

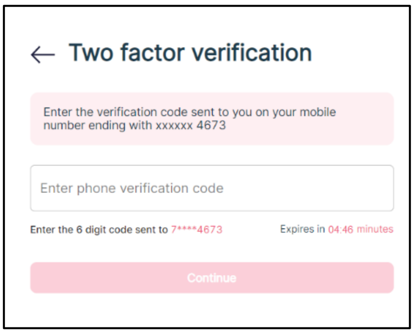
4. Select the box to *agree to the Terms and Conditions.*

Information

5. Select *Continue.*

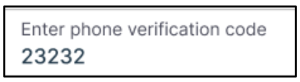
Information

Result



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.

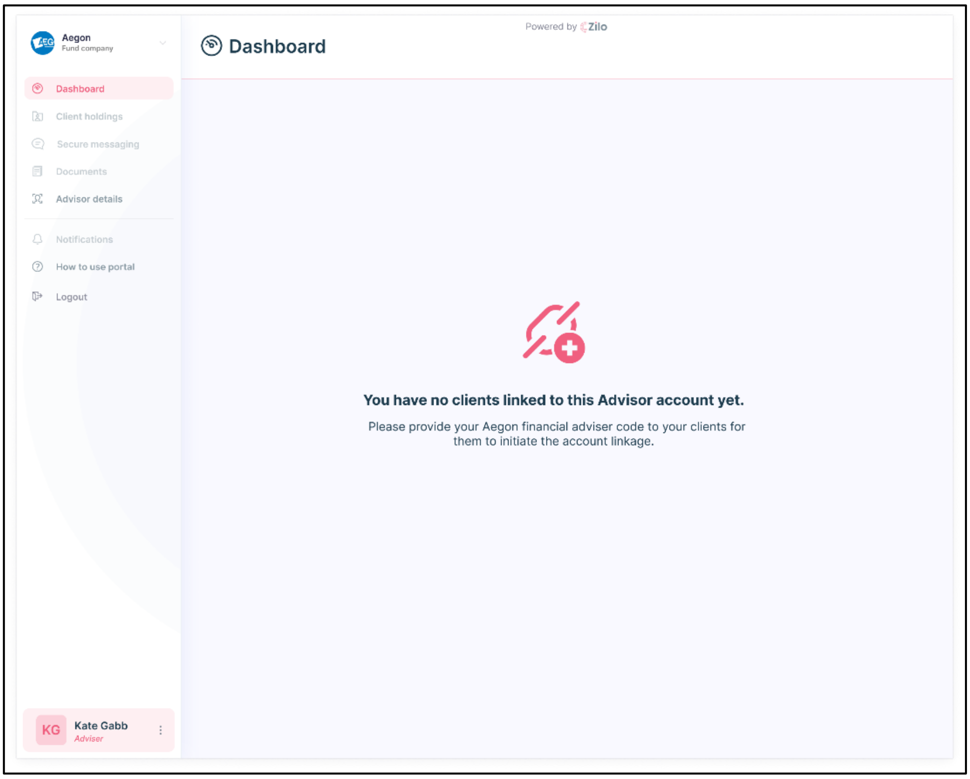
If you do not receive the code, or the time period expires, select resend. The code will be resent.

7. Select *Verify*.

Information

Result

On successful login, you are taken to the dashboard.



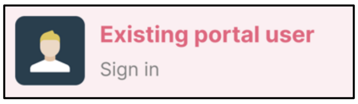
Account login error-password is incorrect

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.

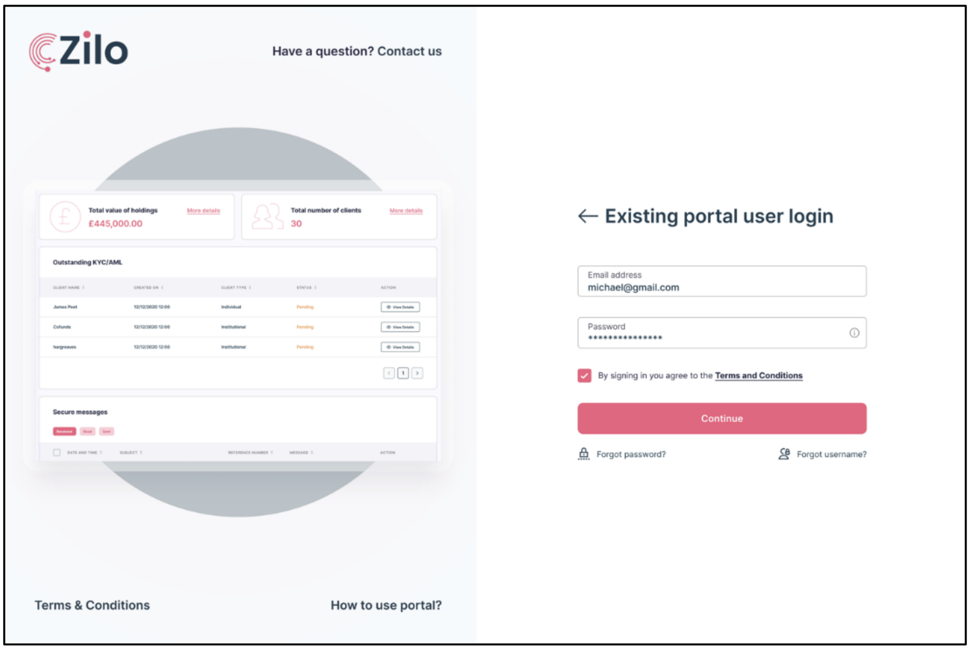
Login:

1. Select *Existing portal user.*

   Information

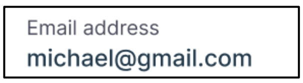
   

   Result

2. Enter your *Email Address.*

   Example

3. Enter your *Password.*

   Example

   Note

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

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

Information

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

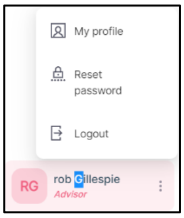
Verifying advisor details

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

View advisor details:

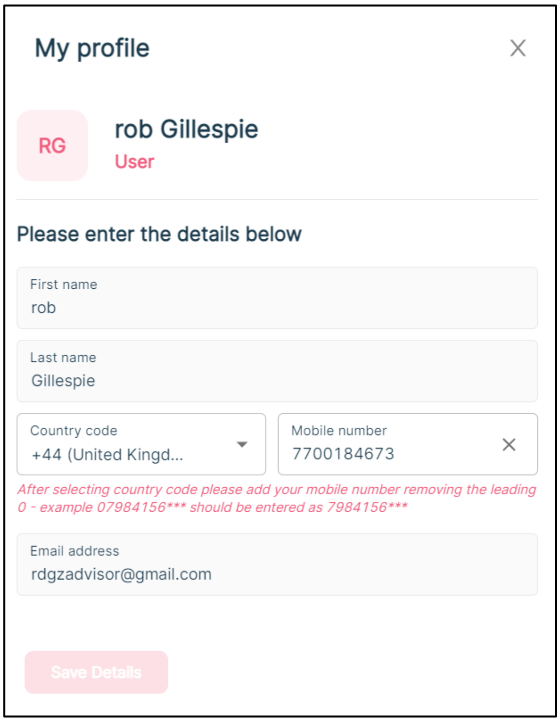
1. Select the *Advisor icon* on the left-hand bottom corner of the screen.

   Information

2. Select *My profile*.

   Result

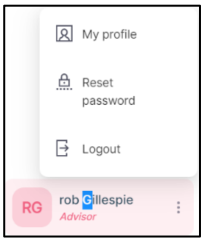
Editing advisor details

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

Edit advisor details:

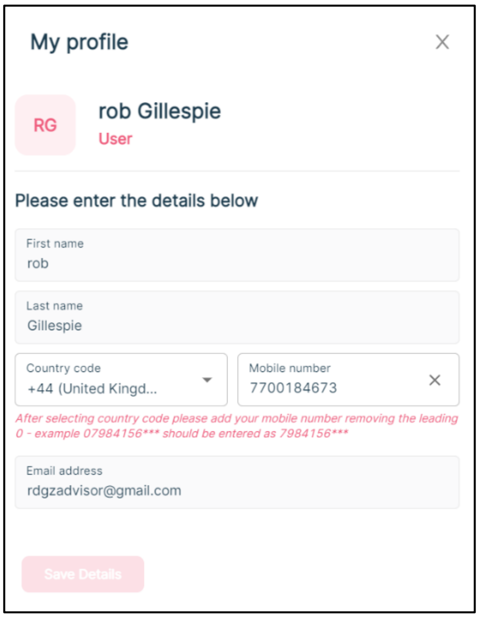
1. Select the *Advisor icon* on the left-hand bottom corner of the screen.

   Information

2. Select *My profile*.

   Result

3. Edit your mobile number as required.

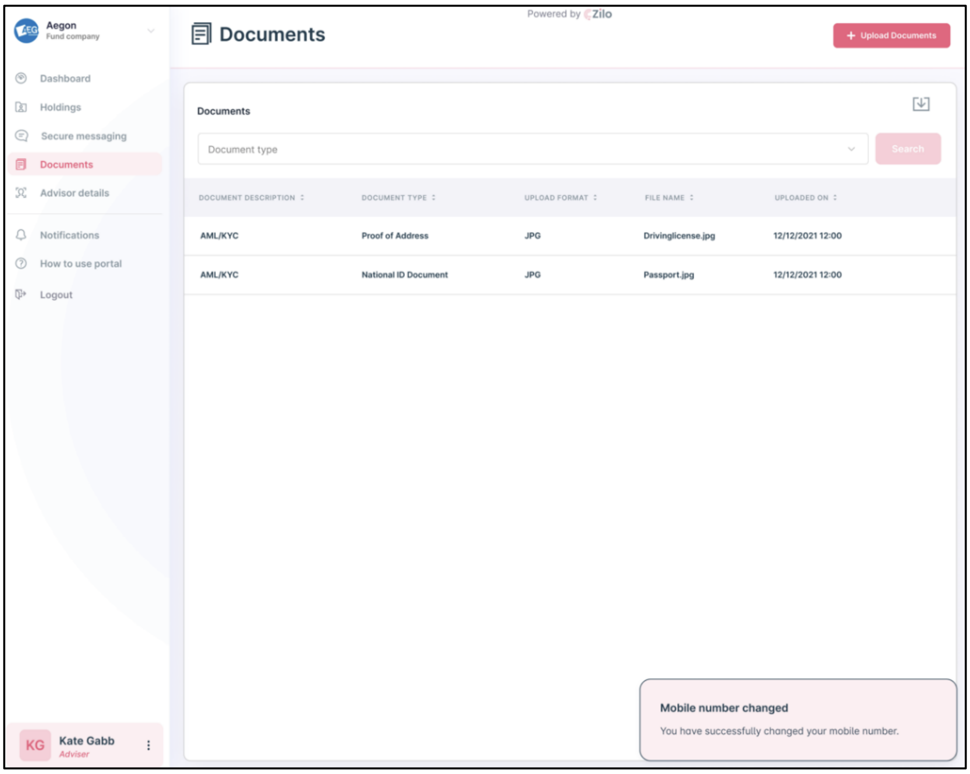
   Result

   The *Save Details* button becomes available.

4. Select Save Details.

   Result

   Your mobile number is changed.


Aegon
Fund company
Dashboard
Holdings
Secure messaging
Documents
Advisor details
Notifications
How to use portal
Logout
KG
Kate Gabb
Adviser
Powered by Zilo
Documents
+ Upload Documents
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.

Reset password

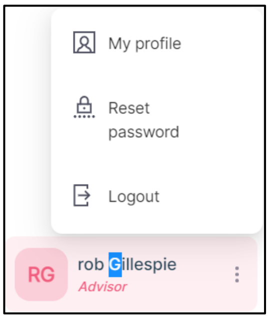
You can reset your password at any time once you are signed into the portal.

Reset:

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

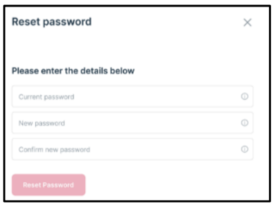
   Information

   Result



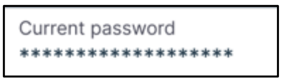
2. Select *Reset password.*

   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

New password
****

5. *Confirm your New Password.*

Example

Confirm new password
****

6. Select *Reset Password.*

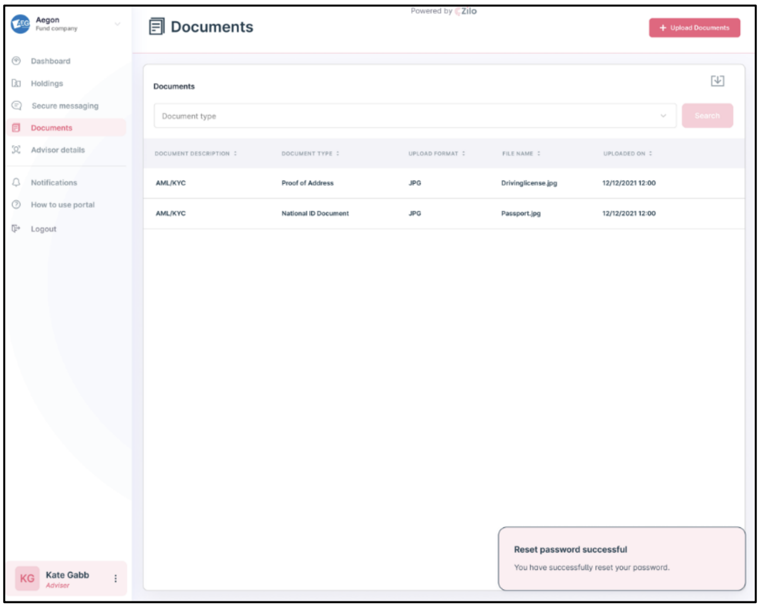
Information

Reset Password

Result

Your password is reset.

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



Forgotten password-reset request

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

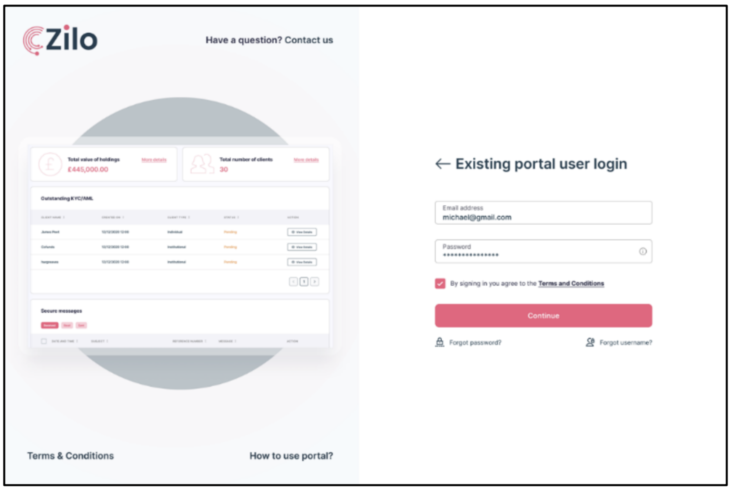
Prerequisites

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

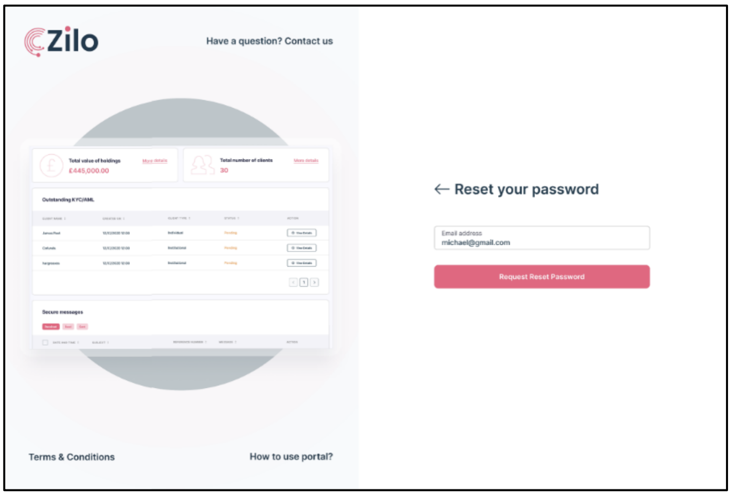
Reset password:

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

   Information

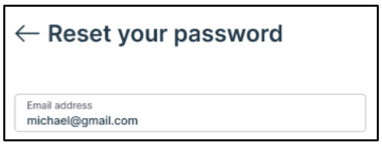
   Result

2. Enter your *email address.*

   Information

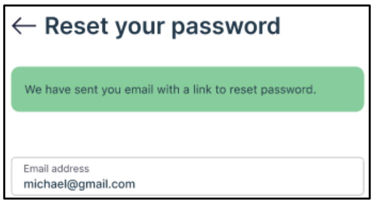
   This is the email address that you specified when you registered.



3. Select *Request Reset Password.*

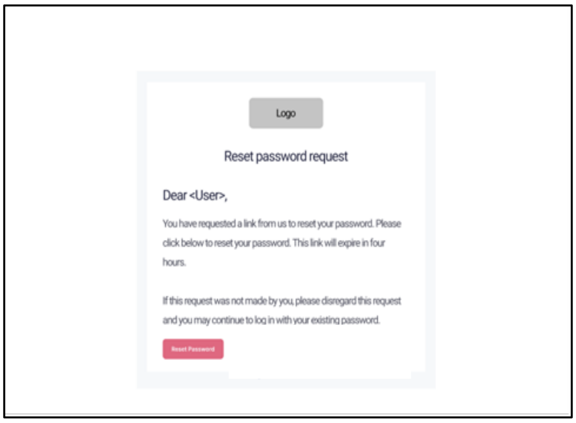
Information

Result



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

Example



Note

The mail will be from help@ziloglobal.

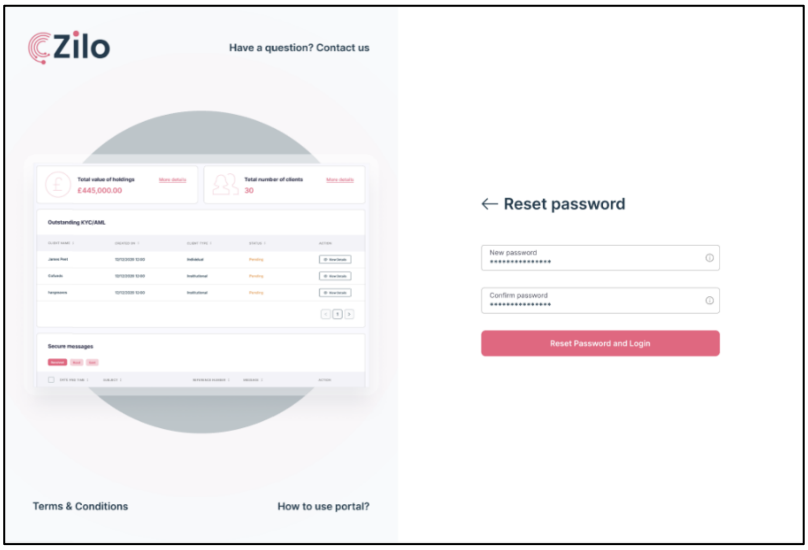
The email may be in your junk mail folder.

ZILO™ are our technology partners.

5. Select *Reset Password.*

Information

Result

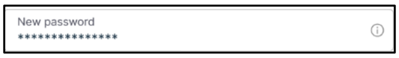


6. Enter your *New Password.*

   Note

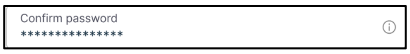
Functions	Requirements
Length	8-16 characters.
Characters type	Alphanumeric – both letters and numbers.
Case	Lower and upper cases.
Uniqueness	Must not be the same as the previous 6.
Validity period	Must be changed every 90 days.

   Example



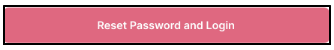
7. Re-enter the same *Password.*

   Example

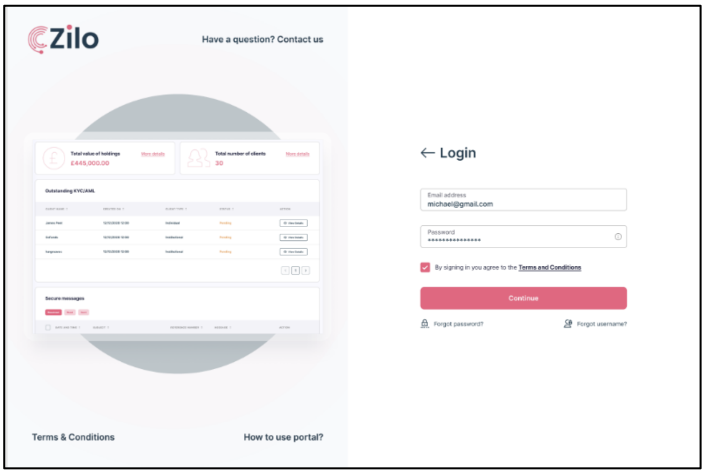


8. Select *Reset password and login.*

   Information

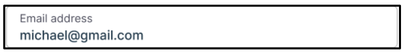


   Result



9. Enter your *email address.*

   Result

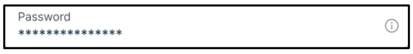


10. Enter *Password.*

    Note

    Enter your newly created password.

    Result



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

    Result

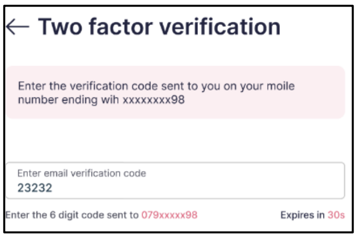
12. Select *Continue.*

    Information

13. Enter the verification code.

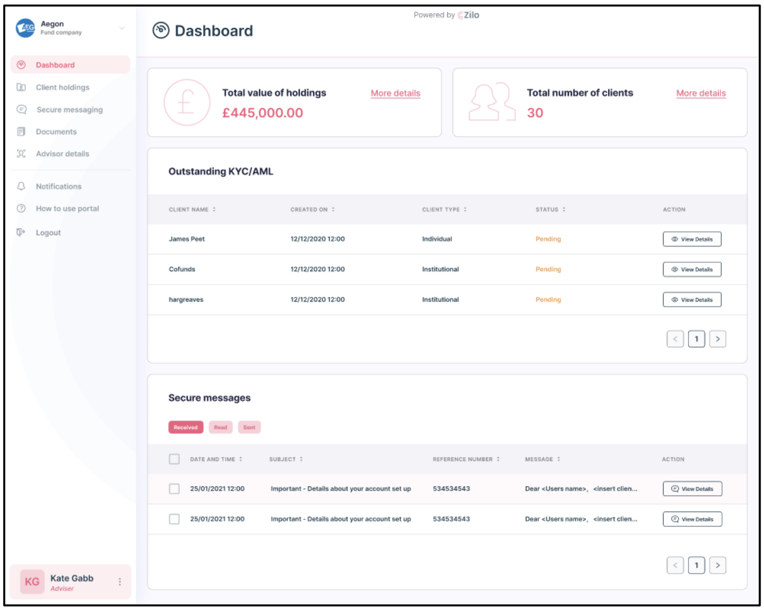
    Note

    The verification code is sent to your mobile phone number.



14. Select *Verify*.

Result



Forgotten username-reminder request email

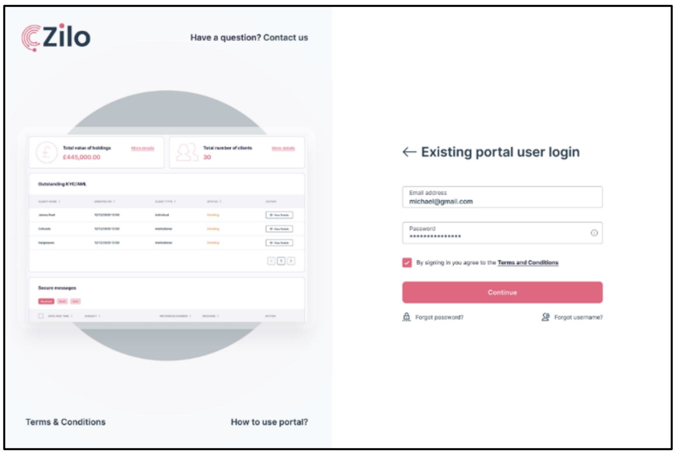
If you forget your username, you can request for a reminder to be sent to your email address or to your mobile number.

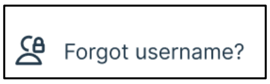
Prerequisites:

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

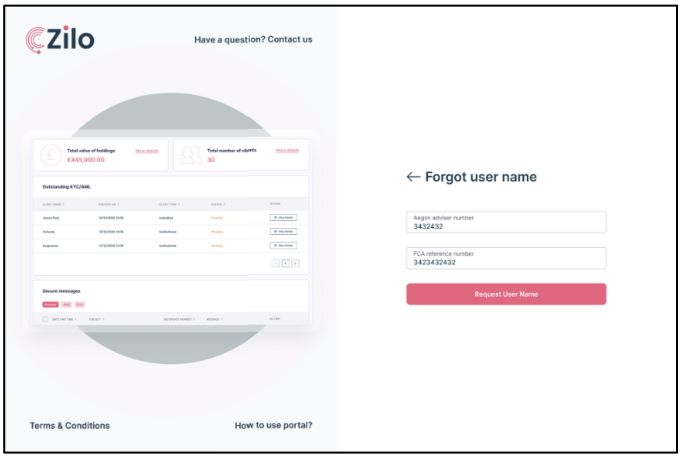
Request reminder:

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





Result

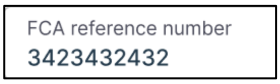


2. Enter your Aegon *advisor number.*

Example

3. Enter your *FCA reference number.*

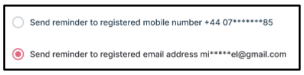
Example



4. Select *Request Username*.

Information

Result



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

Information

Result

7. Check your email account.

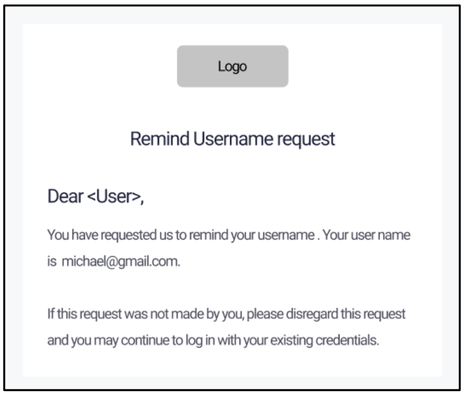
Note

The mail will be from help@ziloglobal.

The email may be in your junk mail folder.

ZILO™ are our technology partners.

Example


Logo

Remind Username request

Dear <User>,

You have requested us to remind your username . Your user name is michael@gmail.com.

If this request was not made by you, please disregard this request and you may continue to log in with your existing credentials.

You can now sign in as usual.

Forgotten username-reminder request mobile number

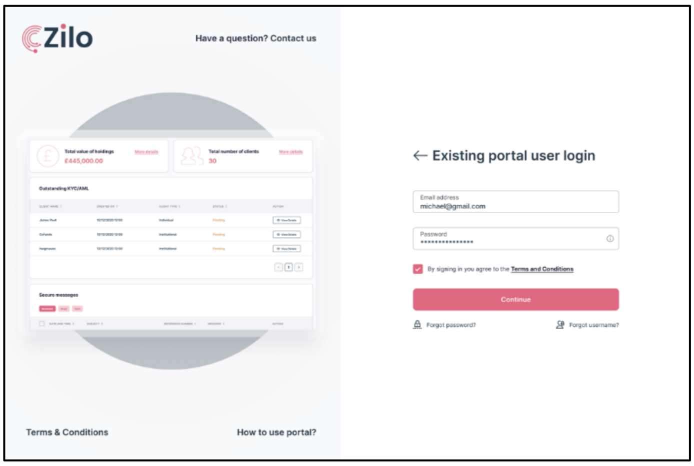
If you forget your username, you can request for a reminder to be sent to your email address or to your mobile number.

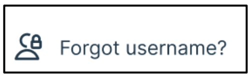
Prerequisites:

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

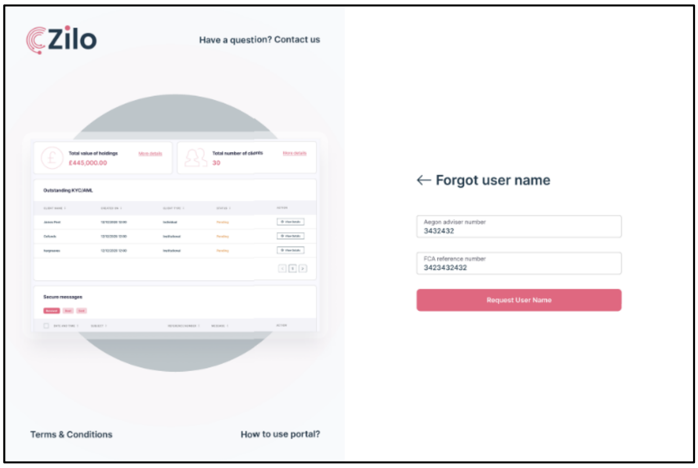
Request reminder:

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





Result

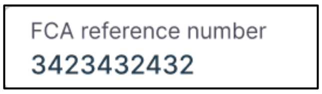


2. Enter your Aegon *advisor number.*

Result

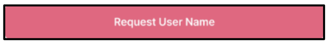
3. Enter your *FCA reference number*.

Result

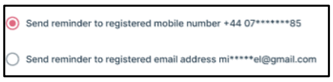


4. Select *Request Username*.

Information

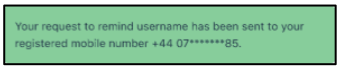


Result



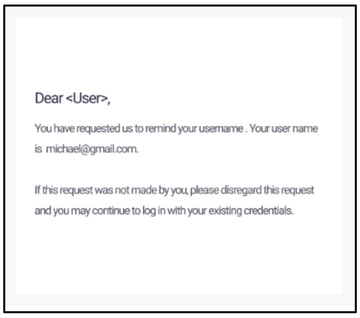
5. Select the method of recovery.
6. Select *continue*.

Result



7. Check your mobile phone.

Example



You can now sign in as usual.

Portal services

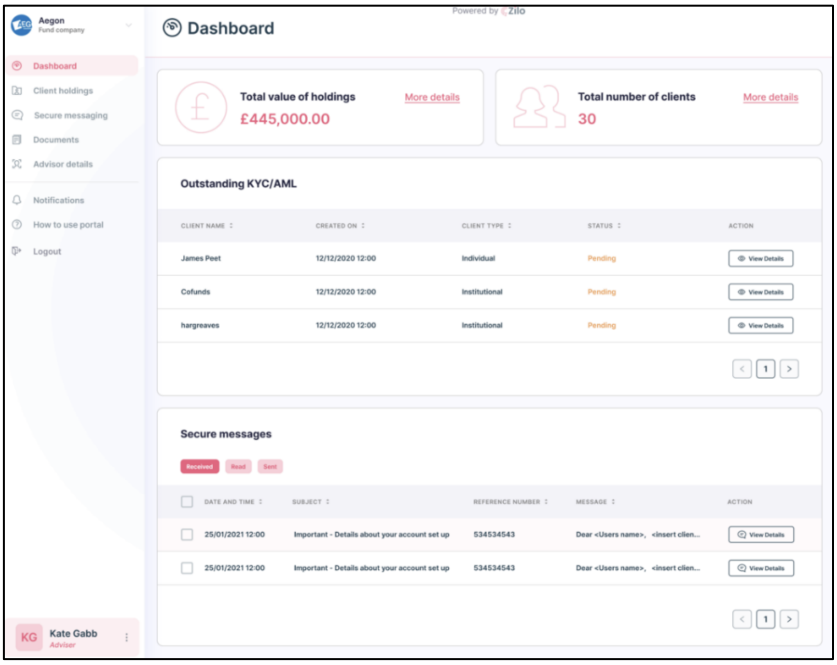
Viewing your client holdings

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

View holdings:

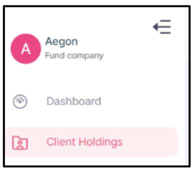
1. Login into the Advisor portal.

   Result

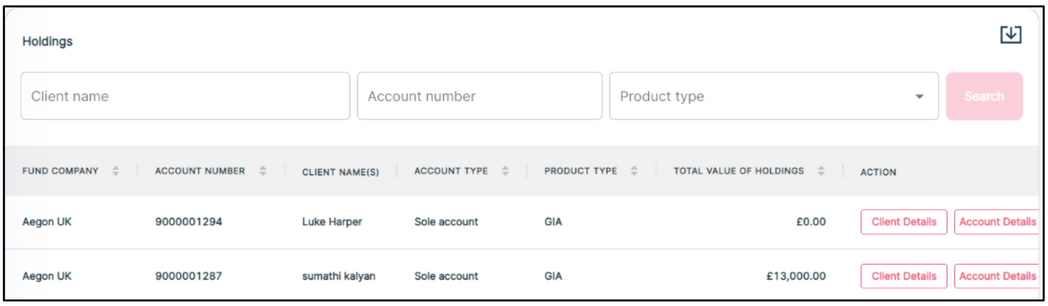
   

2. Select *Client Holdings on the left-hand side navigation panel.*

   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.

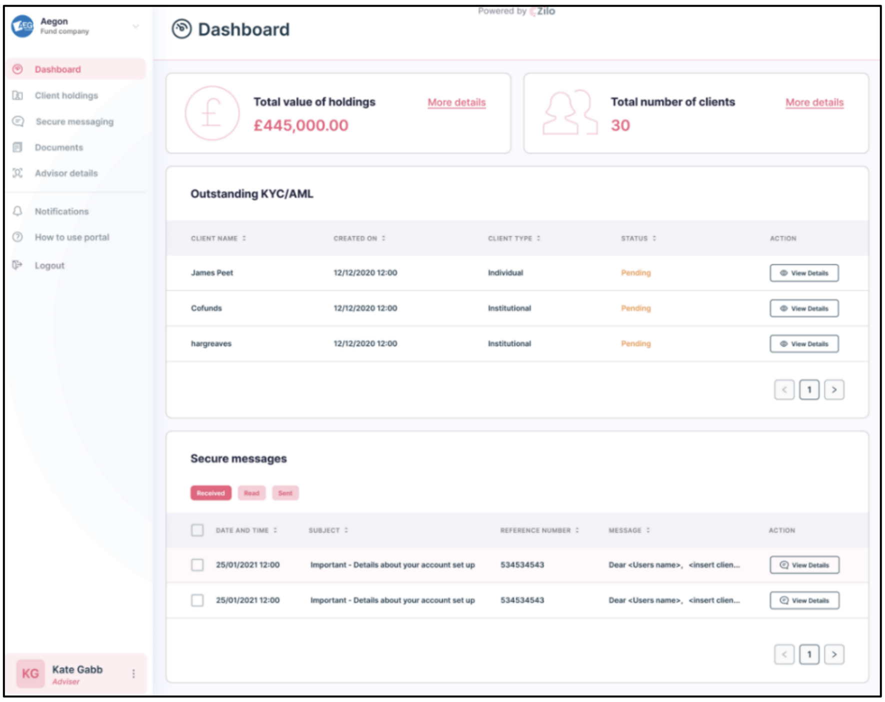
Viewing clients with outstanding AML requirements

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

View:

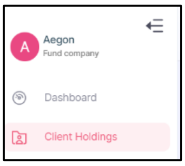
1. Login into the Advisor portal.

   Result

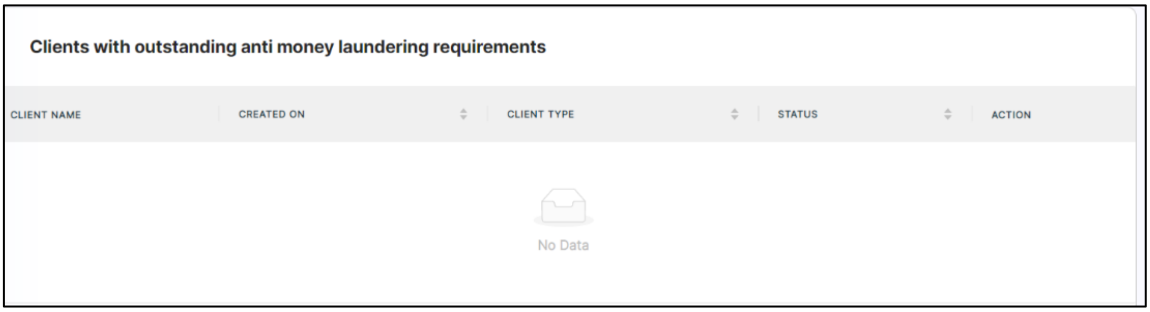


2. Select *Client holdings on the left-hand side navigation panel.*

   Information



   Result



Column	Purpose
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.

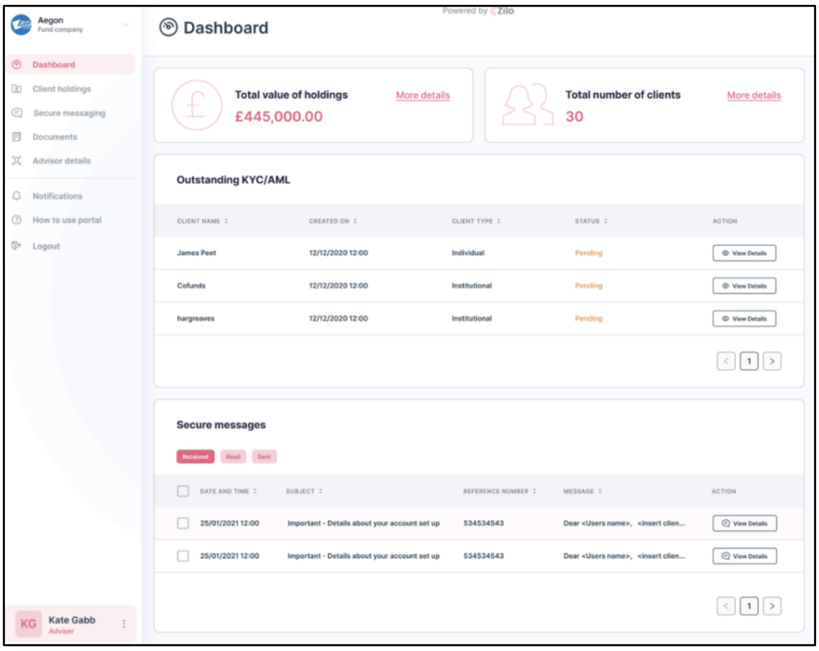
Viewing detailed information about a particular client

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

View information:

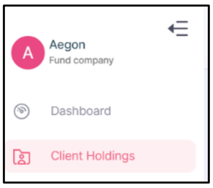
1. Login into the Advisor portal.

   Result

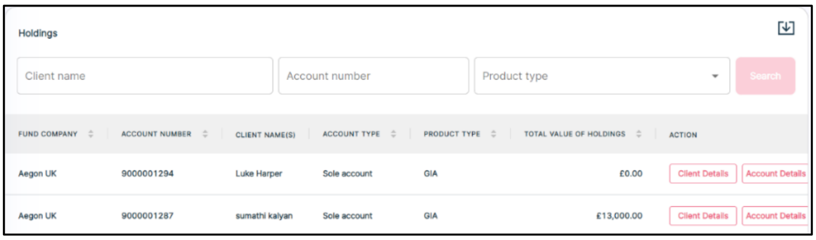
   

2. Select *Client holdings on the left-hand side navigation panel.*

   Information

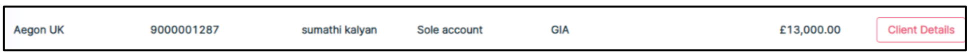
   

   Result

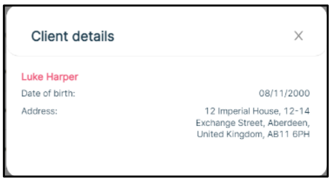
   

3. Select *Client Details* in the *Action* column.

   Information

Result


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

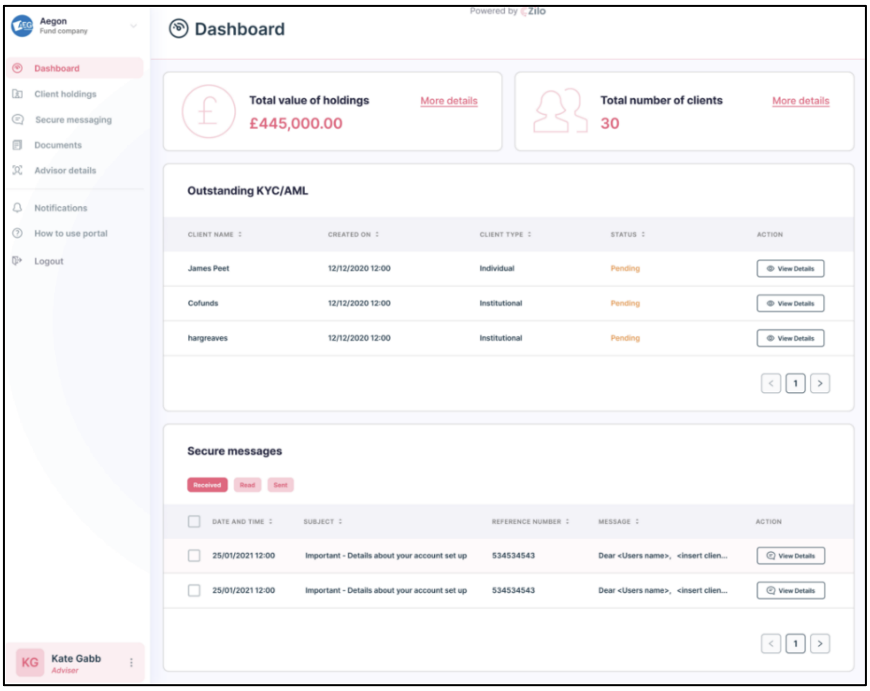
Viewing detailed information about a particular client account

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

View information:

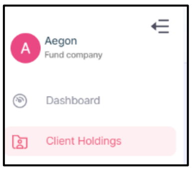
1. Login into the Advisor portal.

   Result

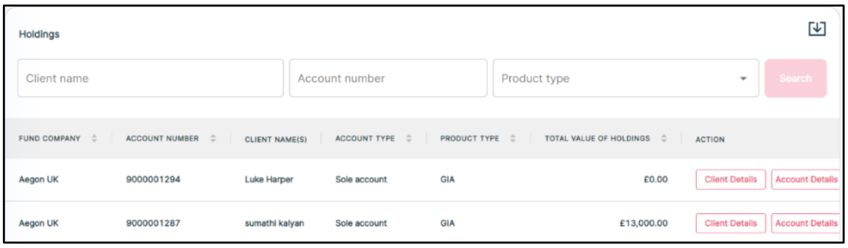


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information



   Result



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

   Information

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	View Transactior
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactior

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.

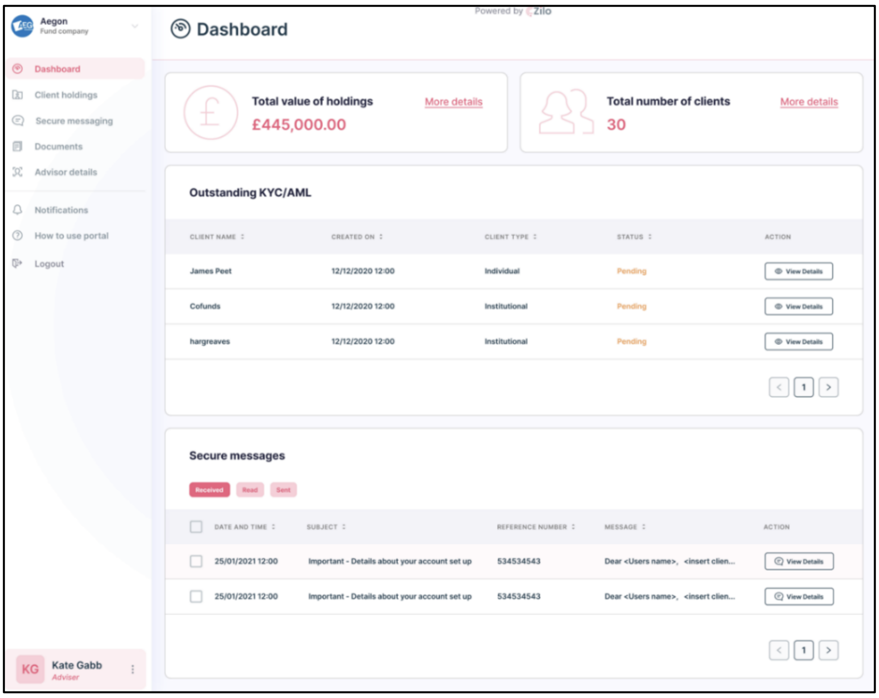
Viewing detailed information about a particular client's transactions

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

View information:

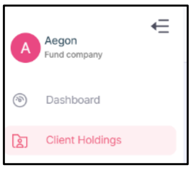
1. Login into the Advisor portal.

   Result

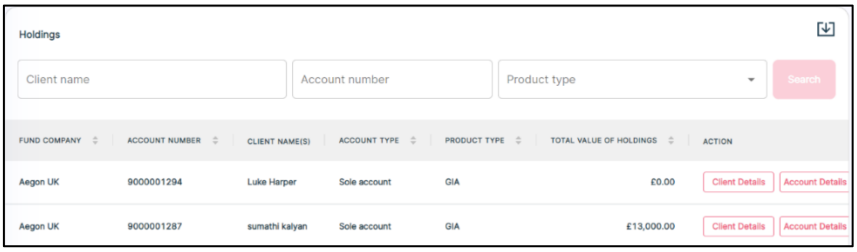


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information



   Result



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

   Information

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	Client Details	Account Details

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	View Transactio
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactio

4. Select *View Transactions*.

Information

Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactio

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.

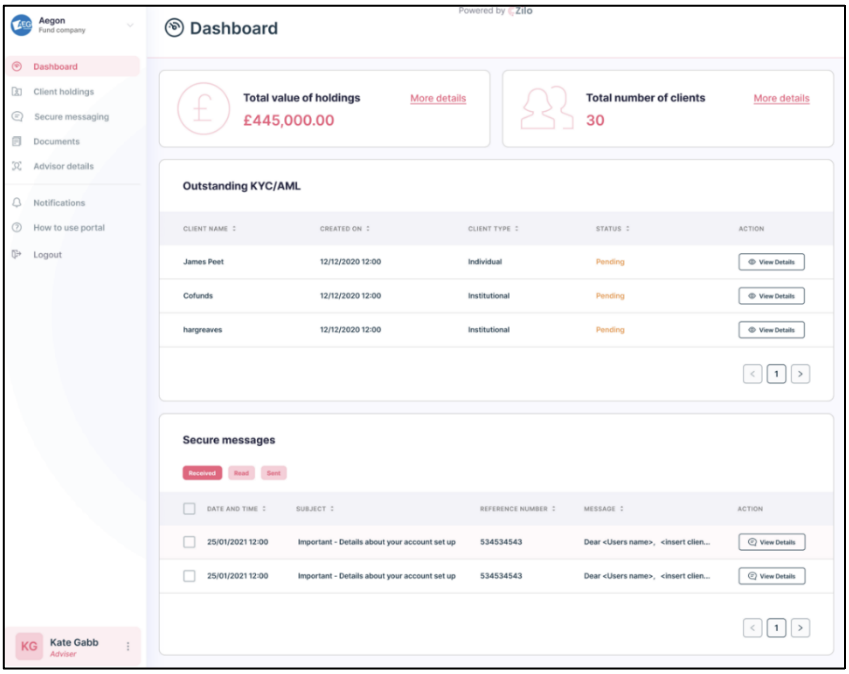
Downloading a contract note for a client's transactions

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

Download:

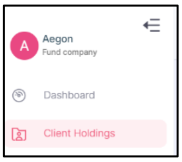
1. Login into the Advisor portal.

   Result

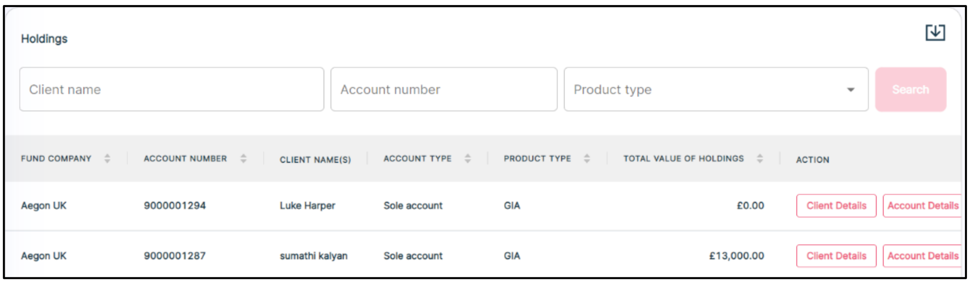


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information



   Result



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

   Information

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	Client Details	Account Details

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	View Transactio
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactio

4. Select *View Transactions*.

Information

Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactio

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

5. 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
GB00BYWVLH23	BUY	£10,000.00	£1.00	10,000.00	£10,000.00	Settled	Download Contract Notes

Result

The contract note is downloaded.

6. Select the download to open the contract note.

Result


AEGON Asset Management

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

Account Number:	9000001287
Deal ID:	0000008604
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: GB00BYWVLH23

Pricing Basis	Valuation Point	Price Type	No. of Shares	Price (pence)	Dilution Levy %*	Consideration
Forward	11/11/2022 11:00:00	SinglePrice	10,000.0	100.0	0.00%	£10,000.00

Settlement Information

Total Consideration :	£10,000.00
Amount Settled:	£0.00
Dilution Levy:	£0.00
Balance Due:	£10,000.00
Payment Reference:	AEGQXJC88

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. SC113505) is registered in Scotland at 3 Lochside Crescent, Edinburgh EH12 9SA and is authorised and regulated by the Financial Conduct Authority. It is the authorized corporate director of Aegon Asset Management UK ICVC; (registered in Scotland, registered no. SC1000009 at 3 Lochside Crescent, Edinburgh EH12 9SA), Aegon Asset Management UK Investment Portfolios ICVC (registered in England, registered no. IC000988 at The Leadenhall Building, 122 Leadenhall Street, London, EC3V 4AB), and authorized fund manager for Aegon Asset Management UK Unit Trust, an authorized unit trust. Aegon Asset Management UK ICVC and Aegon Asset Management UK Investment Portfolios ICVC are investment companies with variable capital.

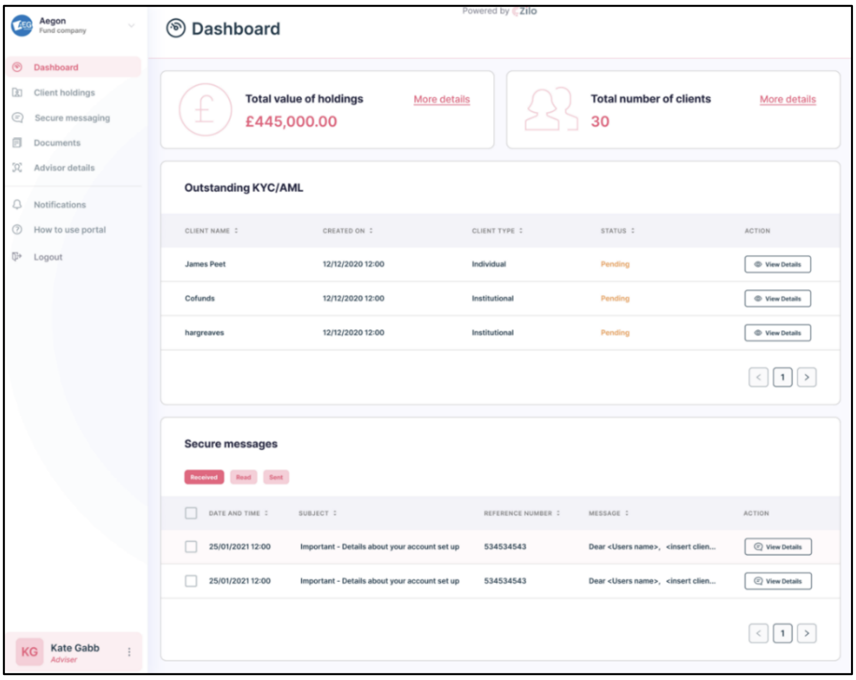
Downloading a report on a client's transactions

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

Download:

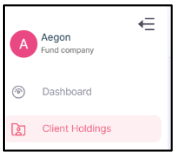
1. Login into the Advisor portal.

   Result

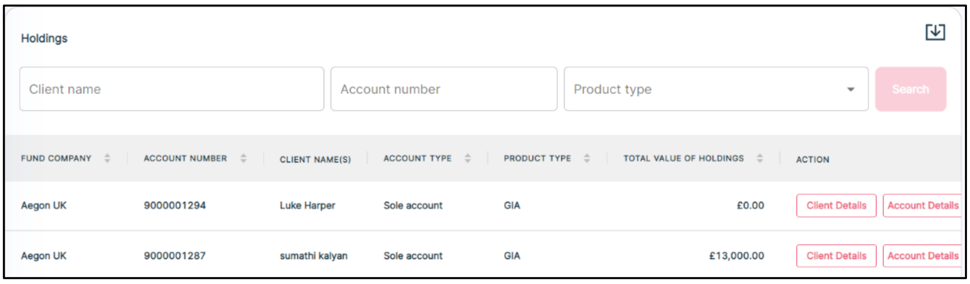


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information



   Result



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

   Information

Aegon UK	9000001287	sumathi kalyan	Sole account	GIA	£13,000.00	Client Details	Account Details

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	View Transactior
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactior

4. Select *View Transactions*.

Information

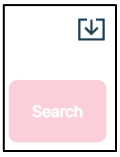
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactior

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

5. Select download report.

Information



Result

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

6. Select the download to open the report.

Result

DEAL DATI	SETTLEME	ORDER RE	ACCOUNT	SHARE CLA	ISIN	DEAL TYPE	DEAL AMC	PRICE	UNITS	SETTLEME	STATUS
########	########	8604	9E+09	VGN tech I	GB00BYW	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.

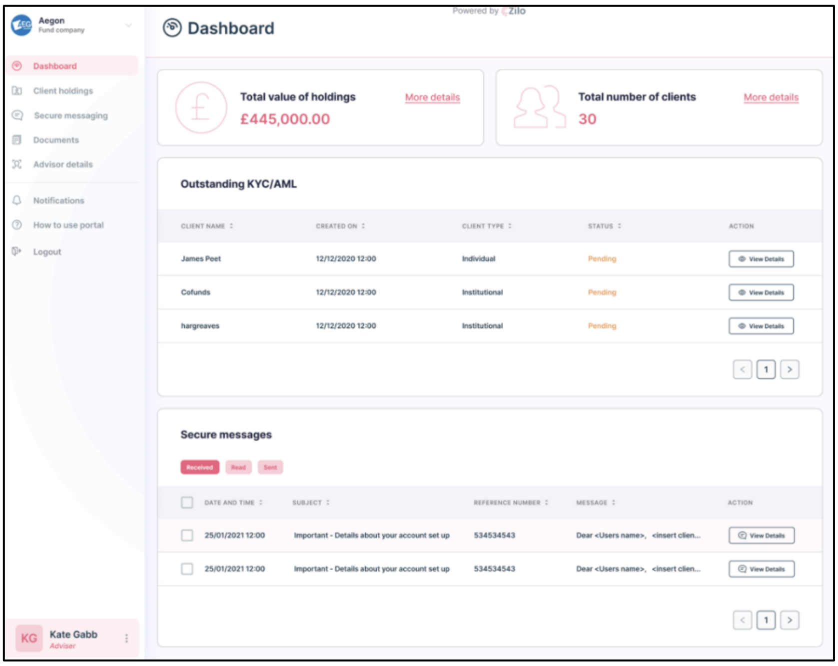
Downloading a report on your client’s account details

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

Download:

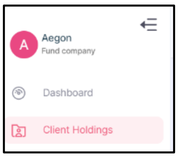
1. Login into the Advisor portal.

   Result

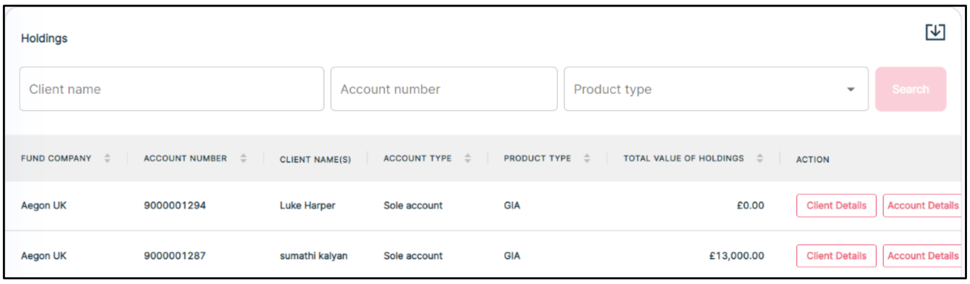


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information



   Result



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

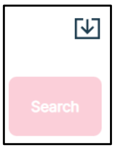
   Information

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	View Transactio
Aegon UK	9000001287	sumathi kalyan	VGN tech IBM	10,000.00	14/11/2022	£1.00	£10,000.00	View Transactio

4. Select download report.

Information



Result

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

5. Select the download to open the report.

Result

FUND COI	ACCOUNT	CLIENT NA	SHARE CLA	UNITS	PRICE DAT	PRICE	VALUE
Aegon UK	9E+09	sumathi ka	VRL Logist	3000	########	1	3000
Aegon UK	9E+09	sumathi ka	VGN tech I	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.

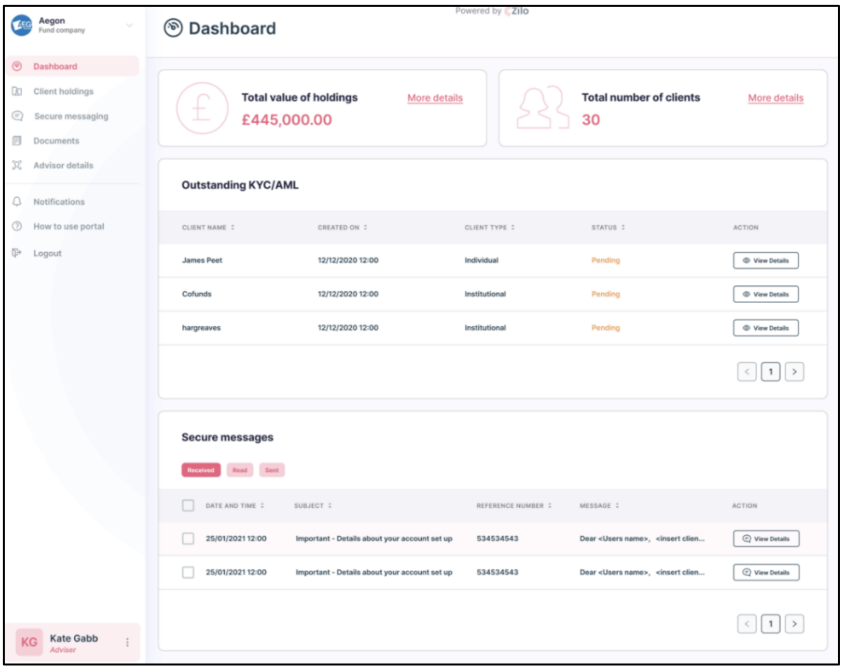
Downloading a report on your client's holdings

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

Download:

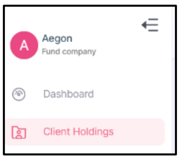
1. Login into the Advisor portal.

   Result

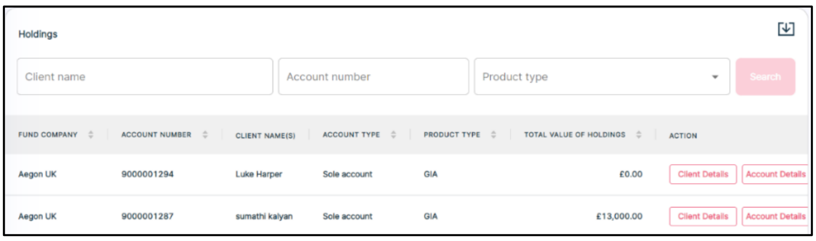


2. Select *Client Holdings on the left-hand side navigation panel.*

   Information

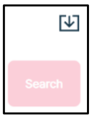


   Result



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 COI	ACCOUNT	CLIENT NA	ACCOUNT	PRODUCT	TOTAL VALUE OF HOLDINGS	
Aegon UK	9E+09	Luke Harp	Sole accou	GIA	0	
Aegon UK	9E+09	sumathi ka	Sole accou	GIA	13000	
Aegon UK	9E+09	Mukesh Sh	Sole accou	GIA	50000	
Aegon UK	440101-00	Tanusha S	Sole accou	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.

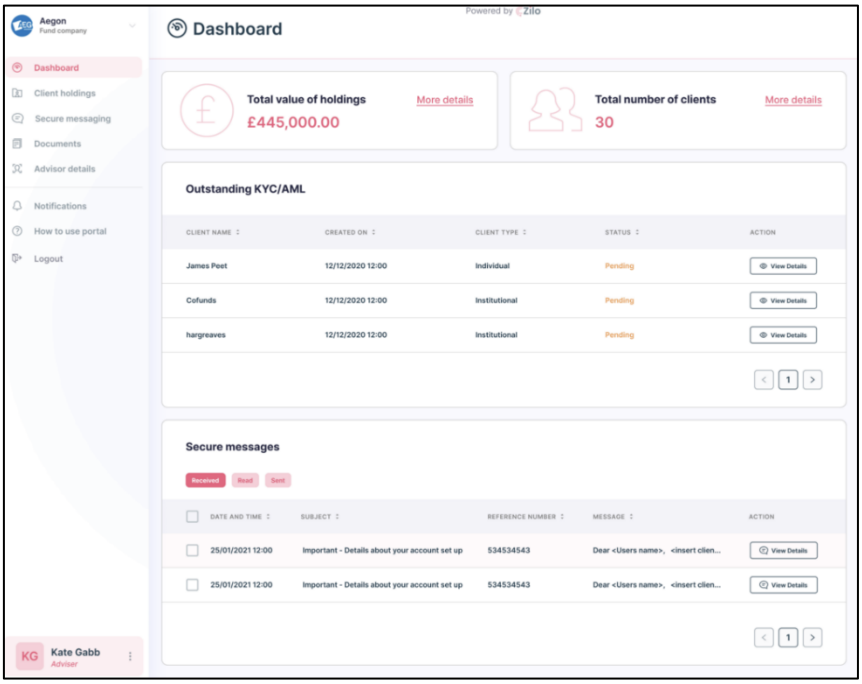
Viewing secure messages-dashboard

You can view secure messages from the dashboard.

View:

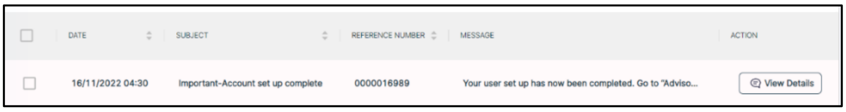
1. Login into the Advisor portal.

   Result

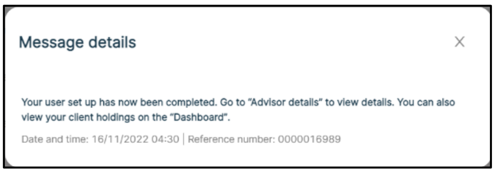


2. Select *View Details*.

   Information



   Result



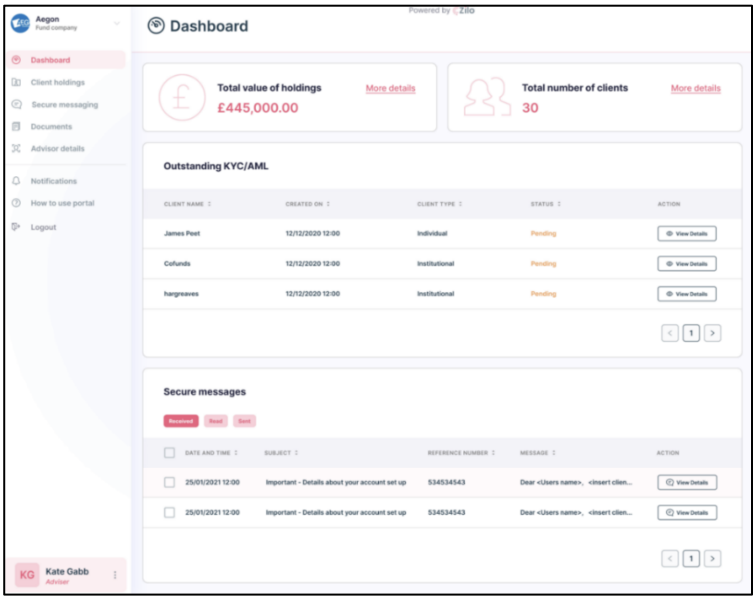
Viewing secure messages

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

View:

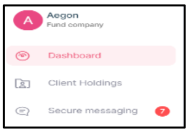
1. Login into the Advisor portal.

   Result

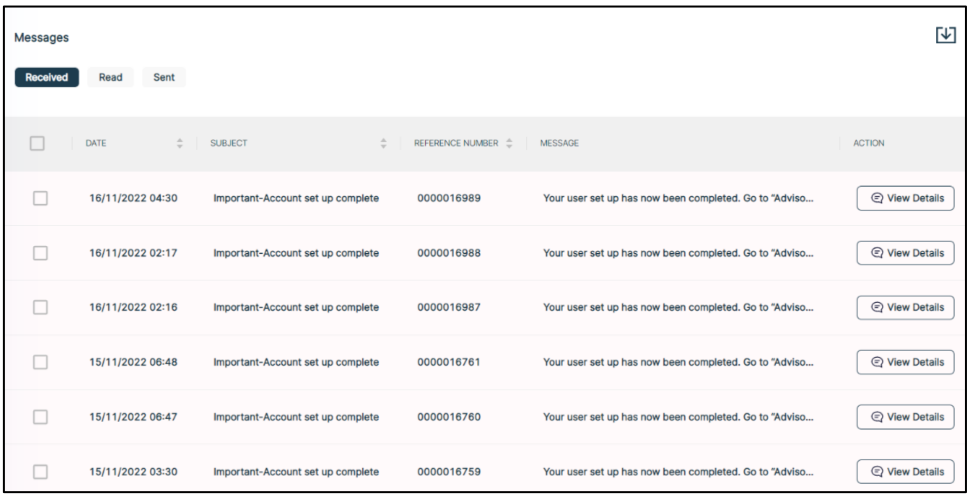


2. Select *Secure Messaging on the left-hand side navigation panel.*

   Information



Result



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

Result

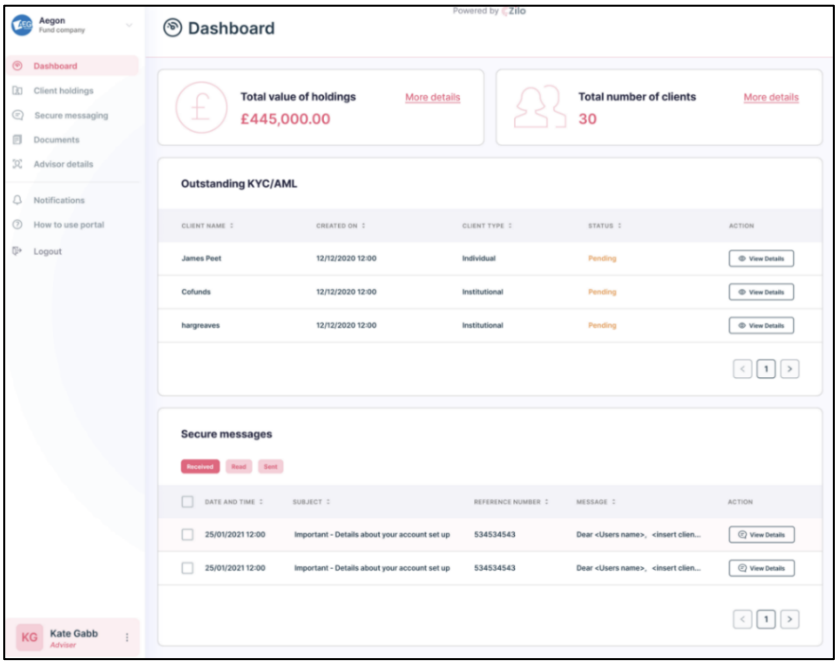
Marking secure messages as read

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

View:

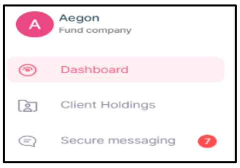
1. Login into the Advisor portal.

   Result



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

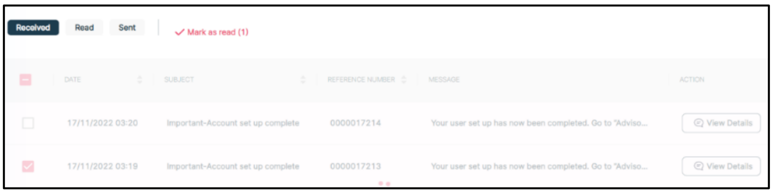
   Information



   Result

3. Select Message to mark as read.

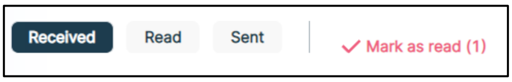
Information



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.

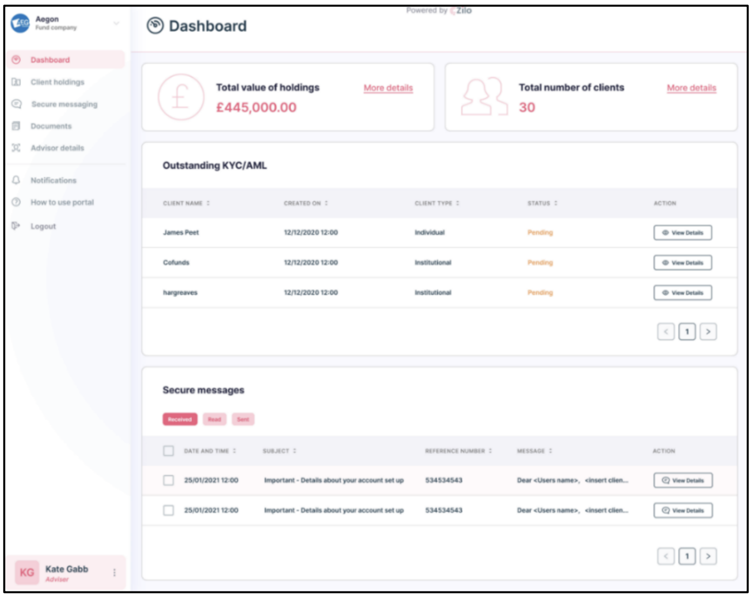
Viewing secure message history

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.

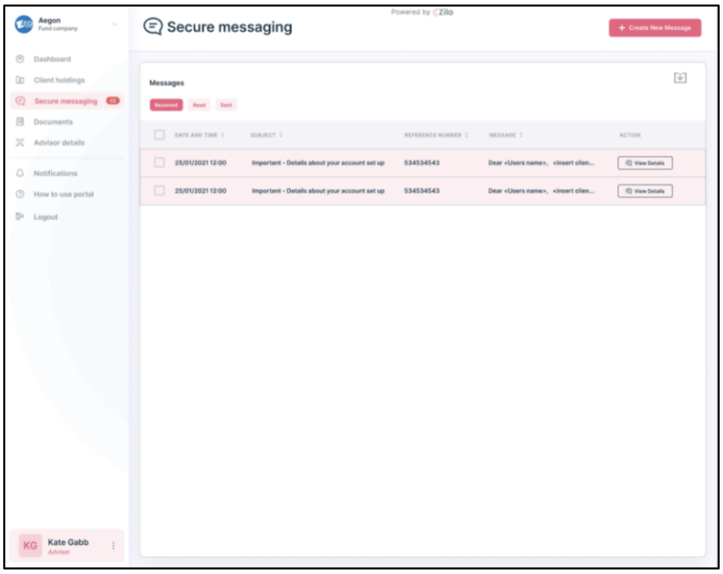
   Result



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

   Information

   Result

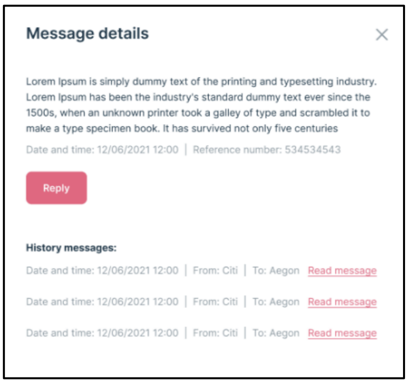


3. Select *View Details*.

Information

Result

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



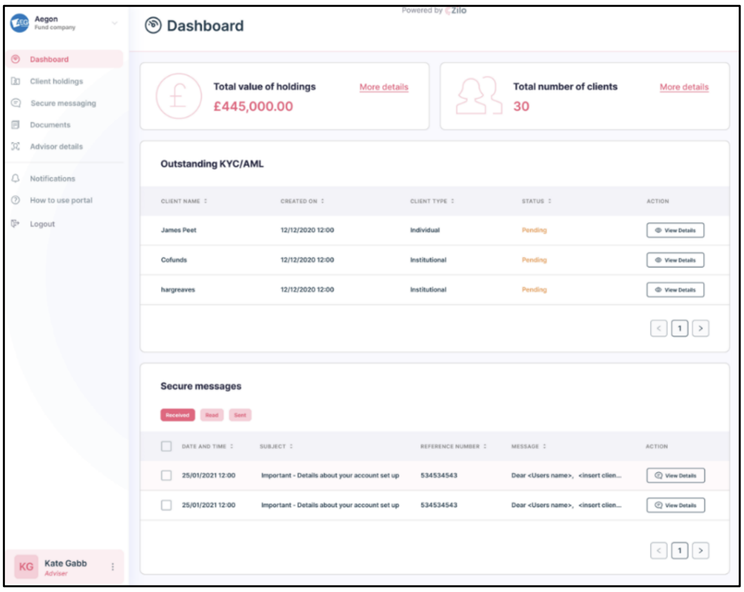
Replying to a secure message

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

Reply:

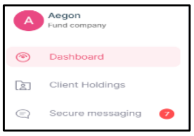
1. Login into the Advisor portal.

   Result

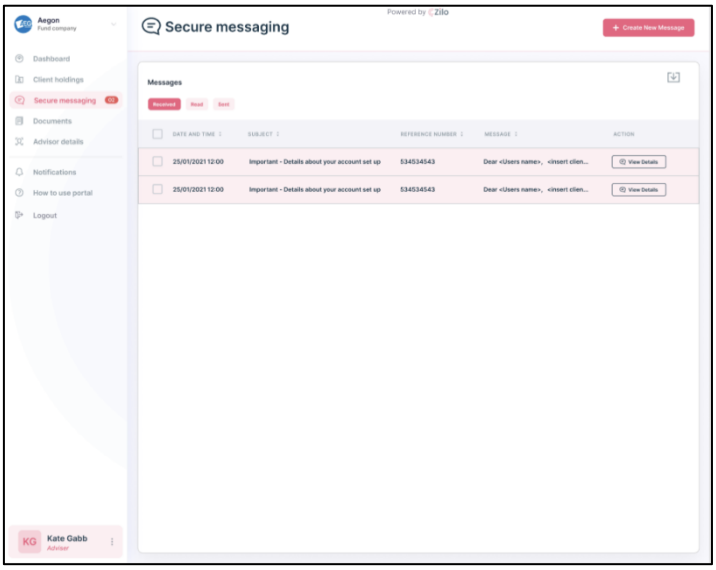


2. Select *Secure Messaging on the left-hand side navigation panel.*

   Information



   Result

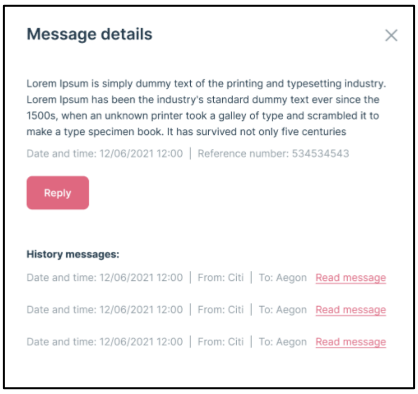


3. Select *View Details*.

   Information

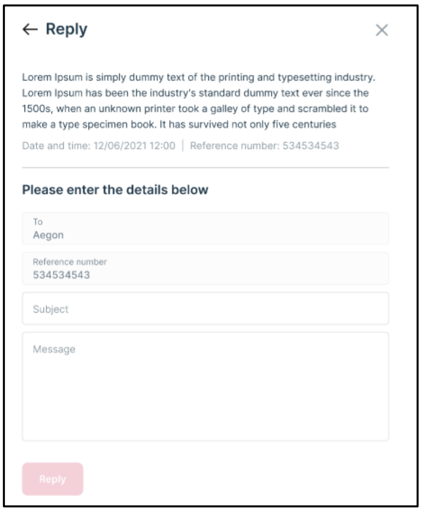
   

   Result

4. Select *Reply*.

   Result

5. Enter your message.

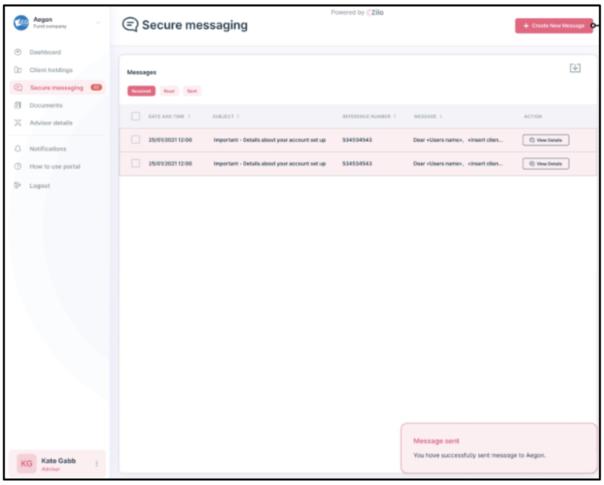
   Result

   The *Reply* button becomes available.

6. Select *Reply*.

   Result

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


Aegon
Fund company
Powered by Zilo
Secure messaging
Create New Message
Dashboard
Client holdings
Secure messaging
Documents
Advisor details
Notifications
How to use portal
Logout
Messages
Received
Read
Sent
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
Message sent
You have successfully sent message to Aegon.
KG
Kate Gabb
Adviser

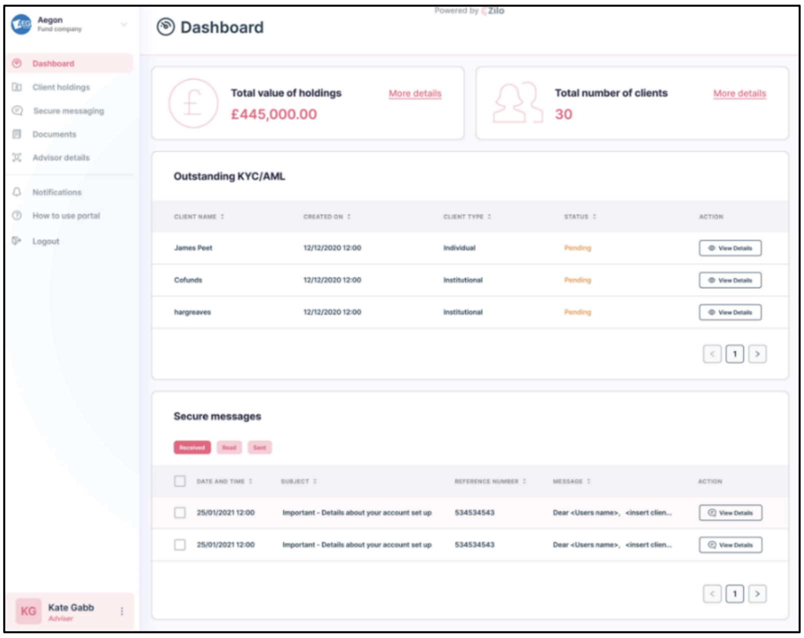
Creating a secure message

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

Create:

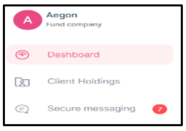
1. Login into the Advisor portal.

   Result

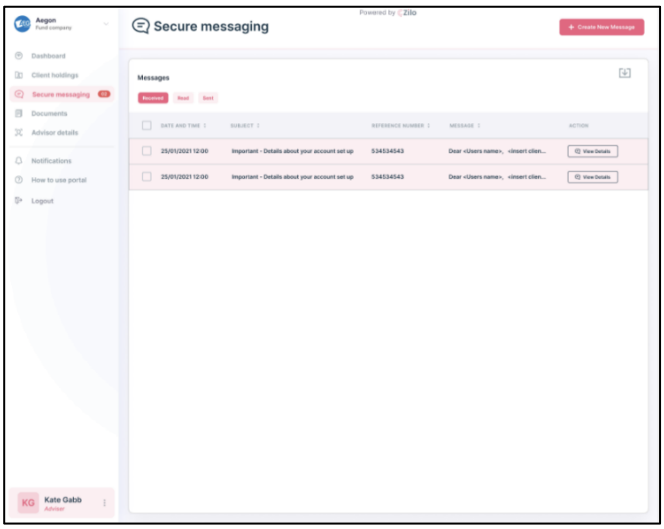


2. Select *Secure Messaging on the left-hand side navigation panel.*

   Information



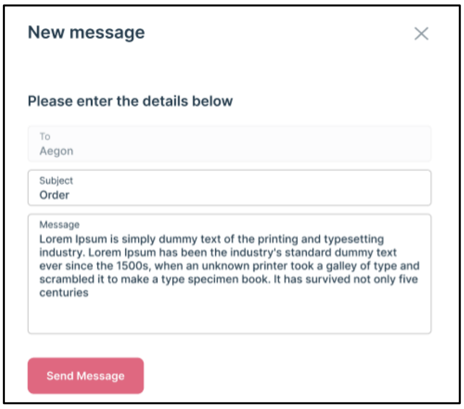
Result



3. Select *Create New Message*.

Information

Result



4. Enter the message details.

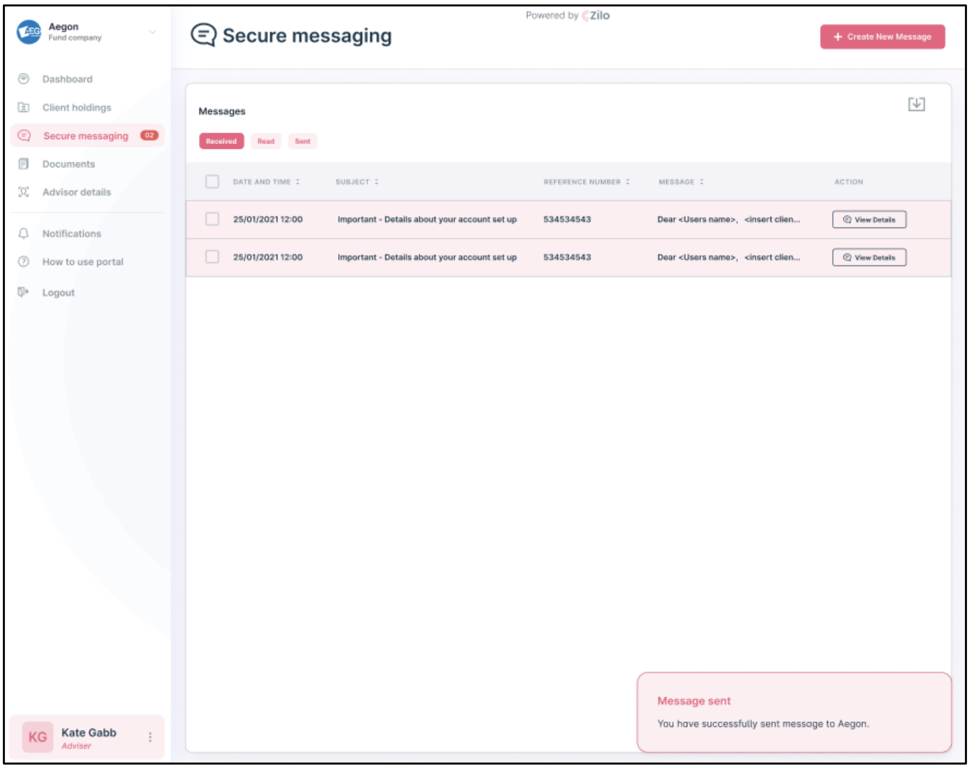
Result

The *Send Message* button becomes available.

5. Select *Send Message*.

Result

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



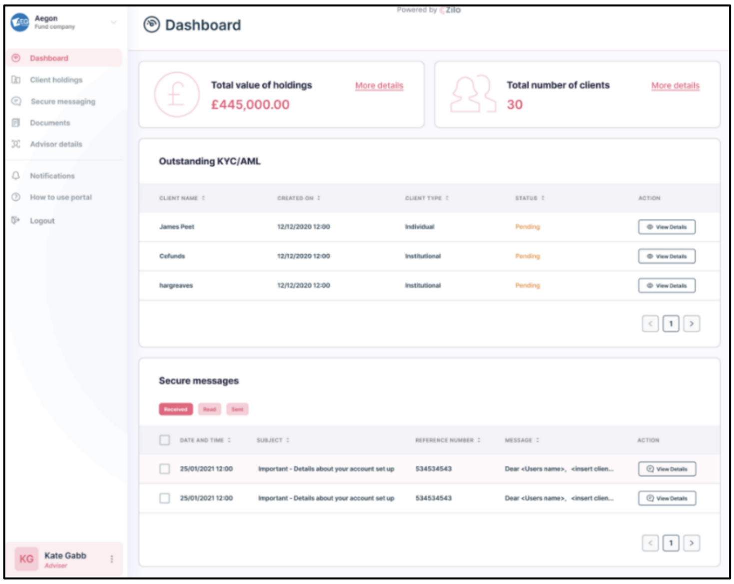
Downloading a report on secure messaging

You can create a report on secure messaging.

Download:

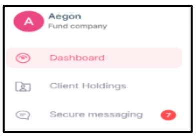
1. Login into the Advisor portal.

   Result

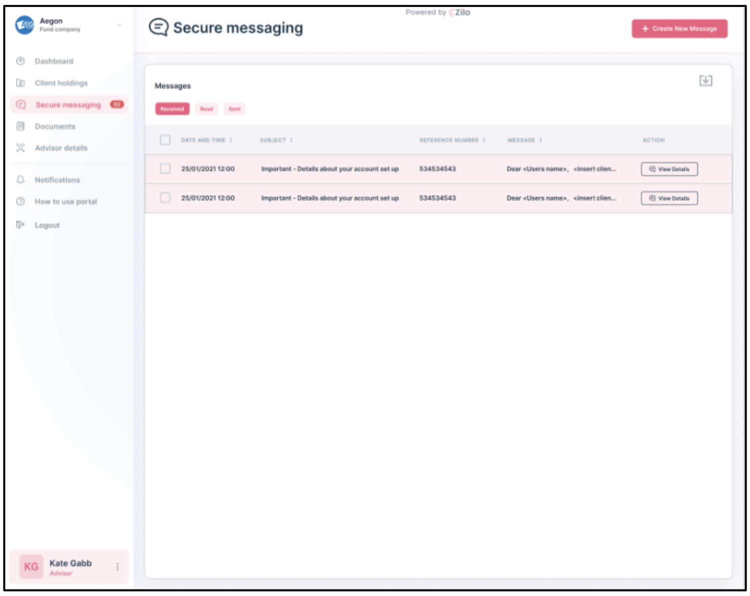


2. Select *Secure Messaging on the left-hand side navigation panel.*

   Information

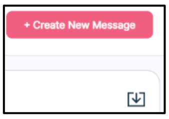


Result



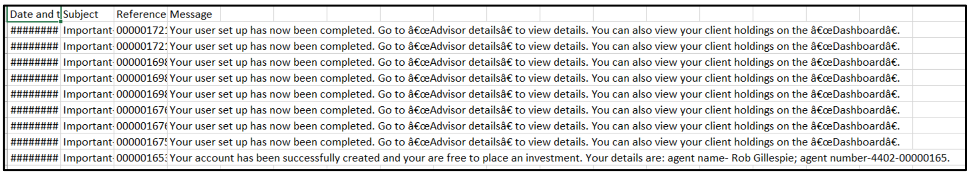
3. Select report download.

Information



4. Select the download to see the report.

Result



Date and t	Subject	Reference	Message
########	Important	00000172	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000172	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000169	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000169	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000169	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000167	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000167	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000167	Your user set up has now been completed. Go to â€œAdvisor detailsâ€ to view details. You can also view your client holdings on the â€œDashboardâ€.
########	Important	00000165	Your account has been successfully created and your are free to place an investment. Your details are: agent name- Rob Gillespie; agent number-4402-00000165.

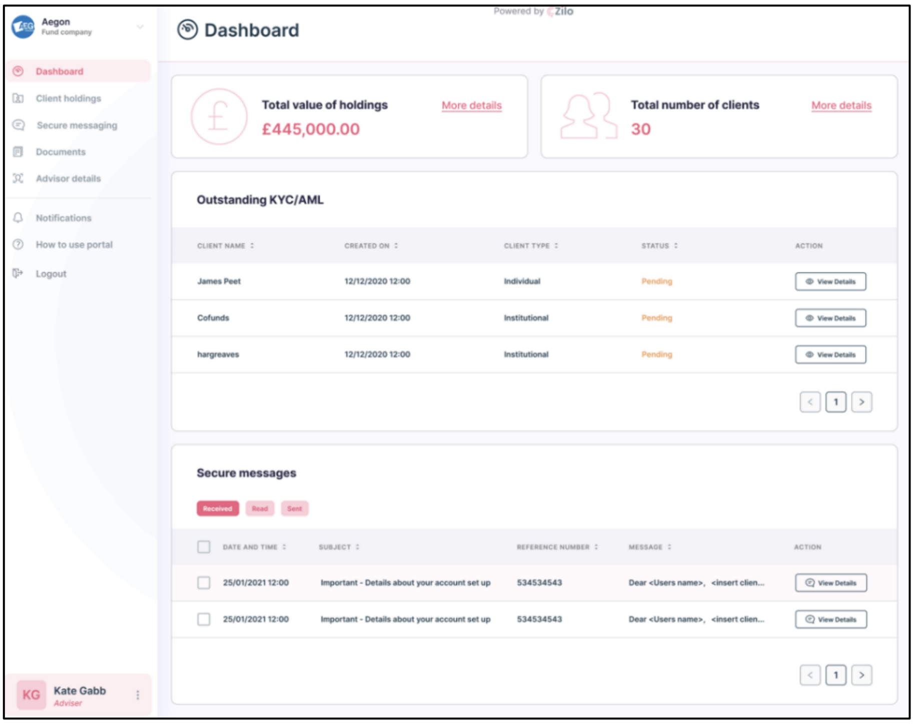
Viewing documents

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

View:

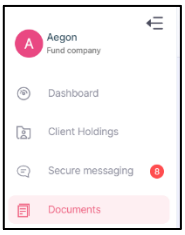
1. Login into the Advisor portal.

   Result



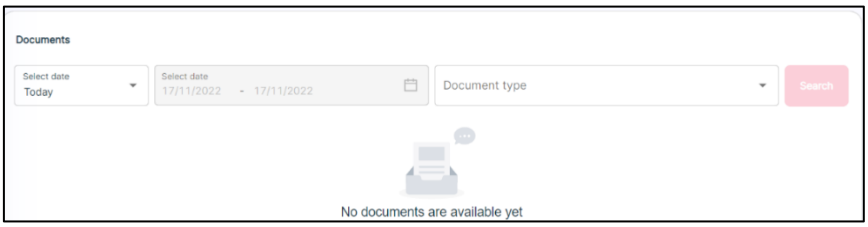
2. Select *Documents on the left-hand side navigation panel.*

   Information



   Result

   By default, you see documents for the current day.



Column	Purpose
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

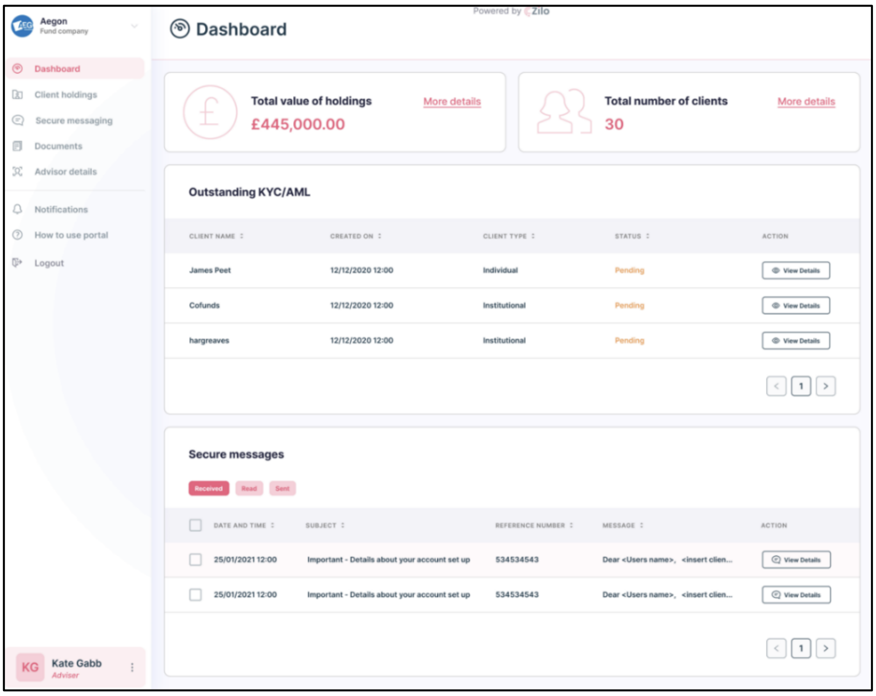
You can view documents by selecting date filters. Select *Documents* on the left-hand navigation panel.

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

Filter:

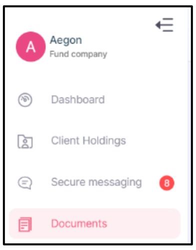
1. Login into the Advisor portal.

   Result



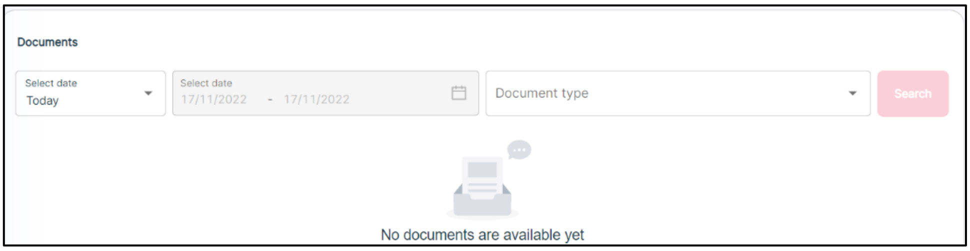
2. Select *Documents on the left-hand side navigation panel.*

   Information



   Result

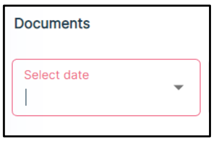
   By default, you see documents for the current day.



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

   Example

   Select *Custom*.

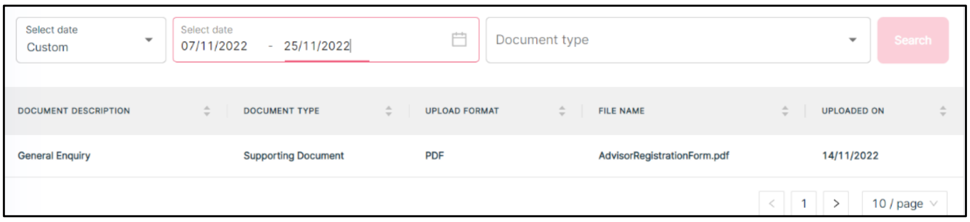


   Result

   The pop-out calendar becomes available.

4. Select the required date range.

   Result



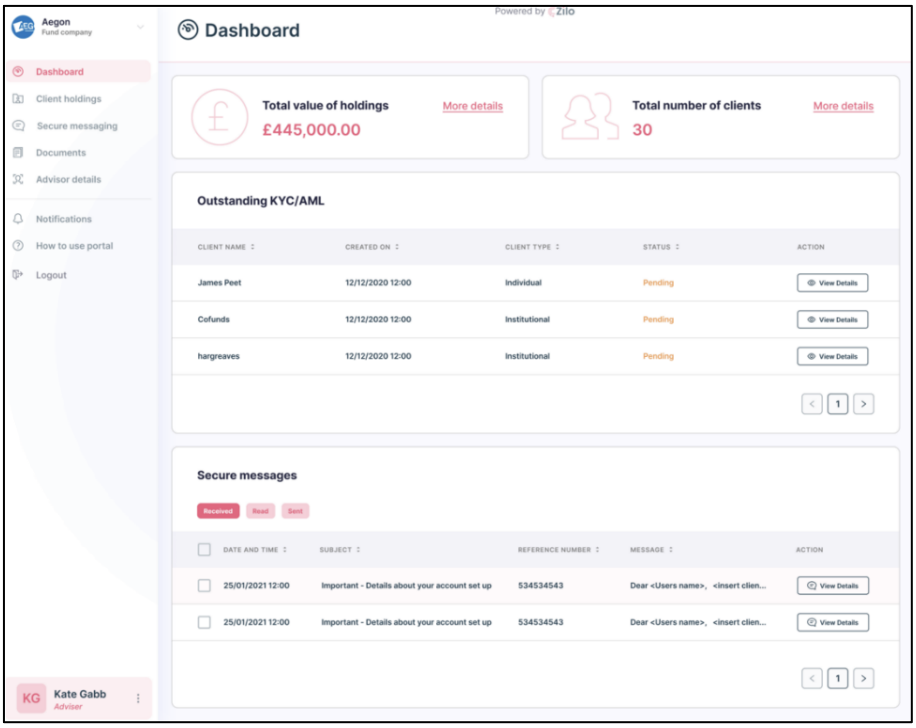
Searching documents based on document type

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

Search:

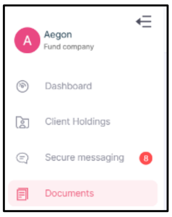
1. Login into the Advisor portal.

   Result



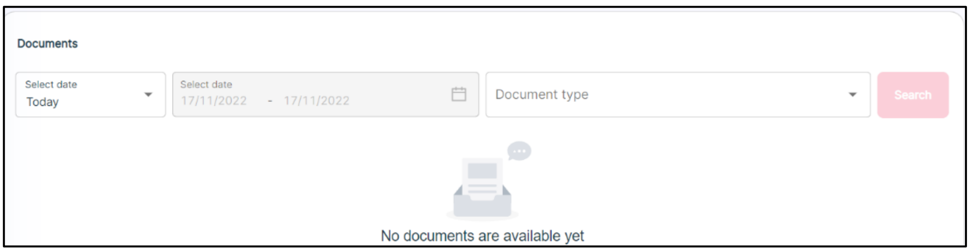
2. Select *Documents on the left-hand side navigation panel.*

   Information



Result

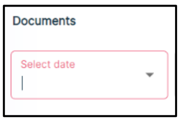
By default, you see documents for the current day.



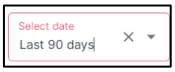
3. Select a date filter from the drop-down menu.

Information

Select *date*

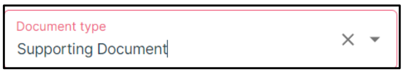


Result



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

Information

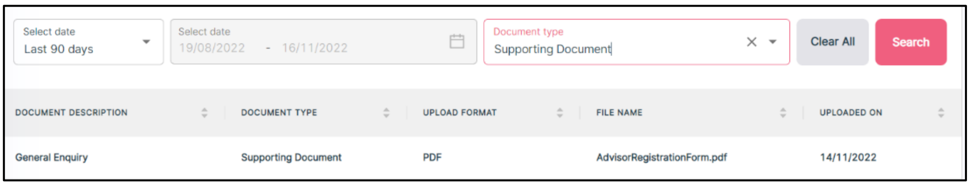


Result

The *Search* button becomes available.

5. Select *Search*.

Result



Uploading documents

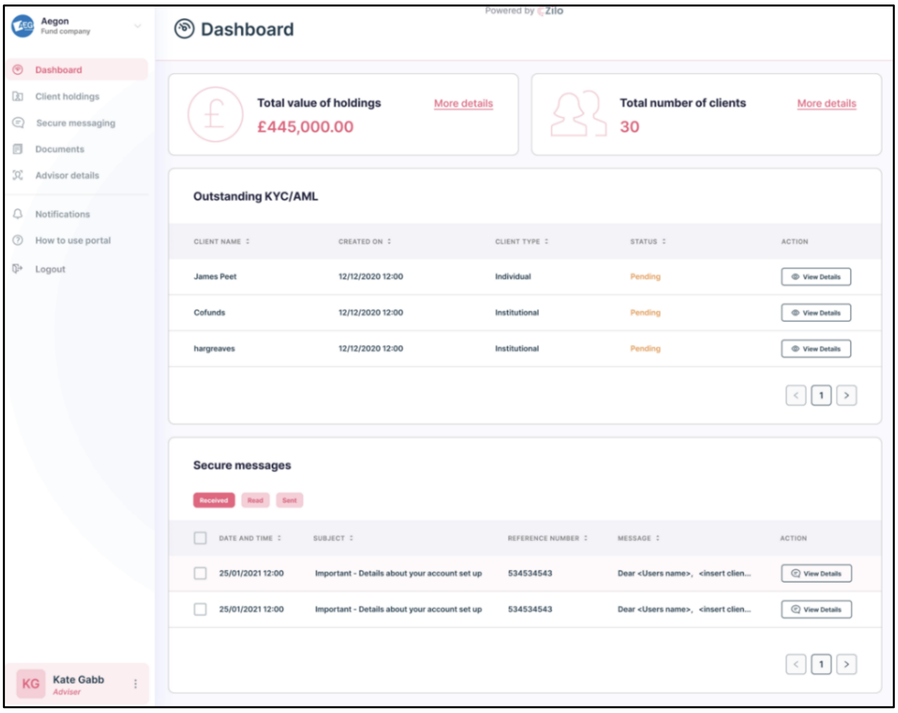
You can search upload documents by selecting *Documents* on the left-hand navigation panel.

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

Upload:

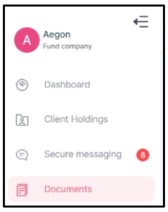
1. Login into the Advisor portal.

   Result



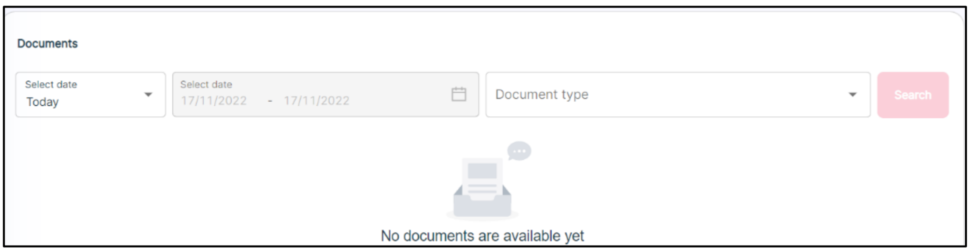
2. Select *Documents on the left-hand side navigation panel.*

   Information



   Result

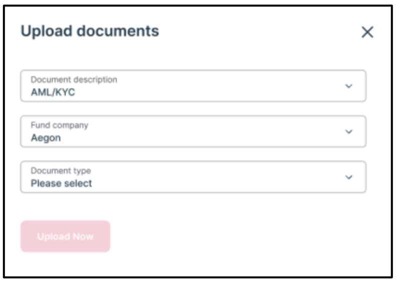
   By default, you see documents for the current day.



3. Select *Upload Documents*.

Information

Result

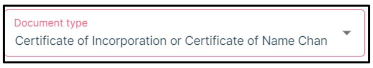


4. Select a *Document description* from the drop-down menu.

Example

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

Example

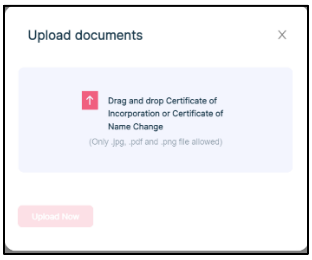


Result

The *Upload Now* button becomes available.

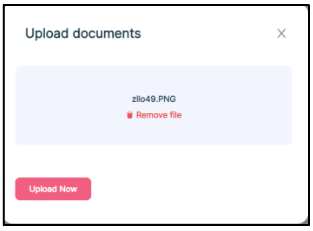
7. Select *Upload Now*.

Result



8. Drag and drop the file.

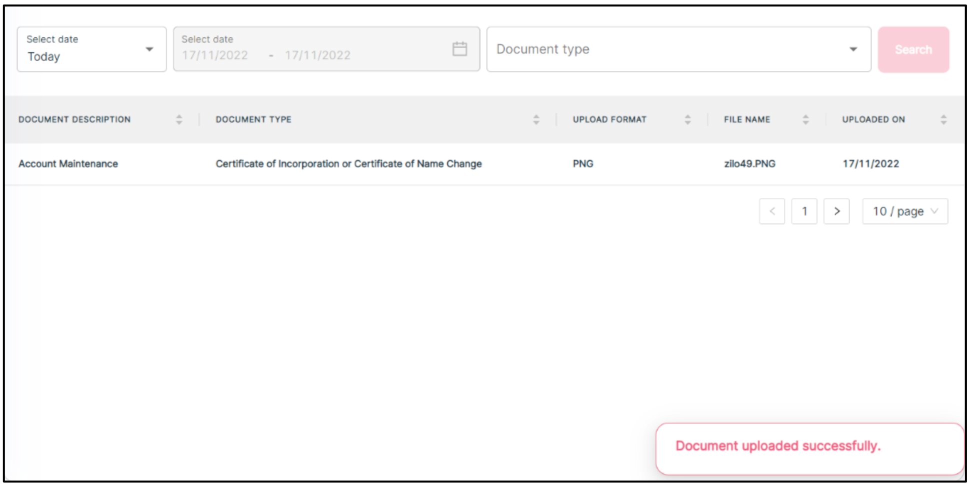
Result



The *Upload Now* button becomes available.

9. Select *Upload Now*.

Result



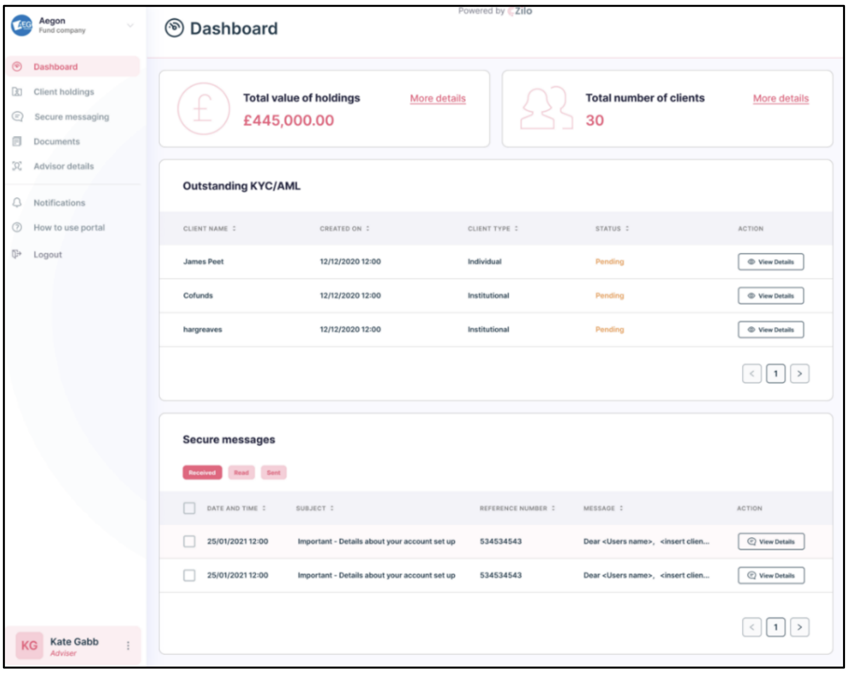
View advisor details

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

View:

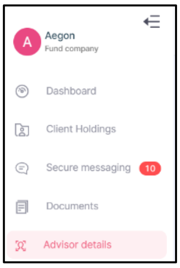
1. Login into the Advisor portal.

   Result

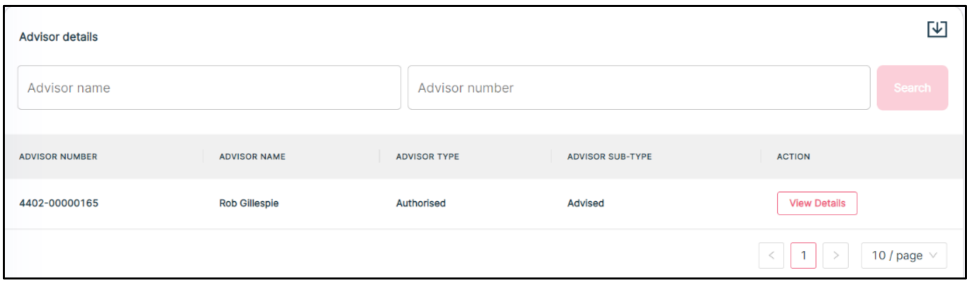
   

2. Select *Advisor details* on the left-hand side navigation panel.

   Information

   Result

Column	Purpose
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.

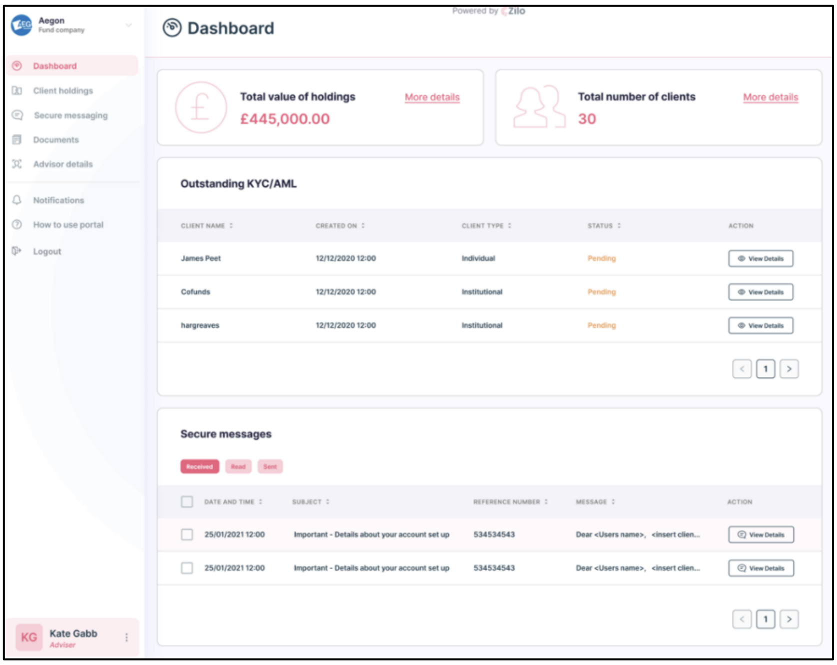
View detailed information for you advisor

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

View:

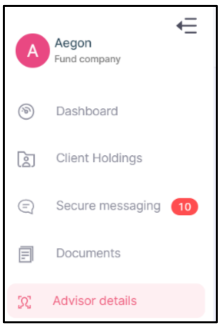
1. Login into the Advisor portal.

   Result

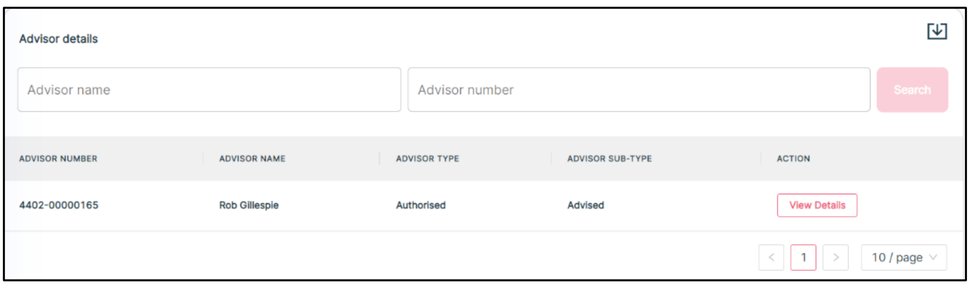


2. Select *Advisor details* on the left-hand side navigation panel.

   Information

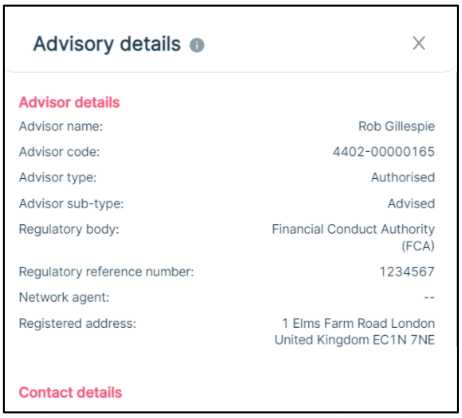


   Result



3. Select *View Details*.

Result



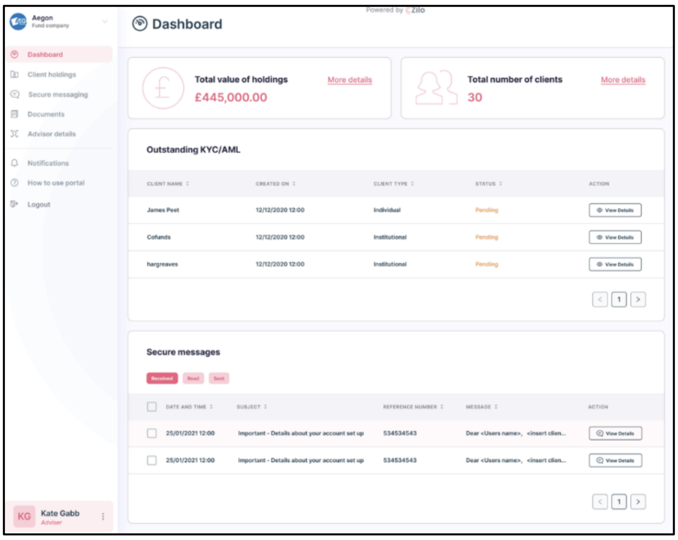
Download a report about advisors

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

Download:

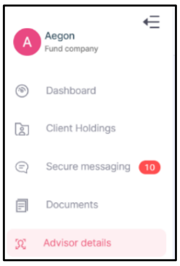
1. Login into the Advisor portal.

   Result

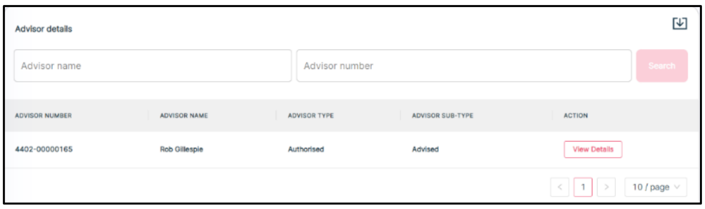


2. Select *Advisor details* on the left-hand side navigation panel.

   Information

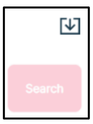


   Result



3. Select Download a report.

   Information



4. Select the download to open the report.

Result

ADVISOR N	ADVISOR N	ADVISOR T	ADVISOR SUB-TYPE
4402-0000	Rob Gillesp	Authorised	Advised

Document history

Document history is recorded in reverse chronological order.

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