

Distributor Portal User Guide

Documents and secure messaging
Version CI UK 1.0.0

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Documents

Documents can be uploaded using the upload facility in the Agent, Retail and Distribution portals. Once the document is uploaded, the document cannot be viewed or edited. Details about the document uploaded and the time it was uploaded can be viewed.

Documents, such as tax vouchers and contract notes, that are created by the operation of the portal can be viewed in the reporting service. Such documents cannot be viewed in the document service.

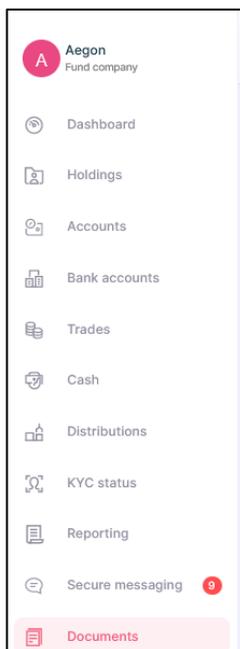
Uploading a document

You can upload a document. Documents must be in a supported format: PNG, JPEG or PDF.

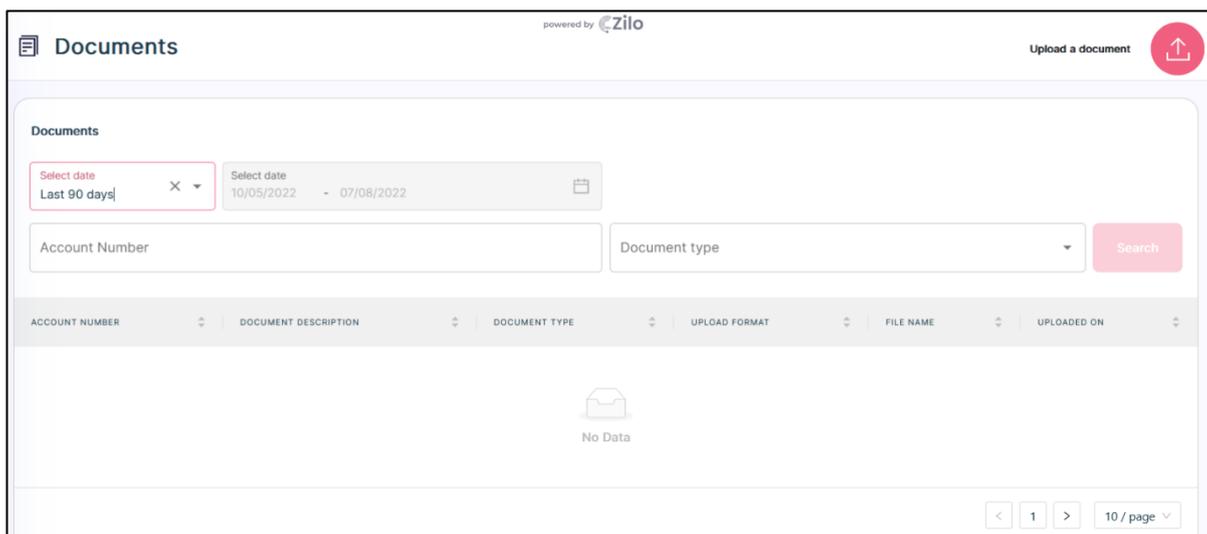
Upload:

1. Navigate to *Documents* on the left-hand navigation panel.

Information

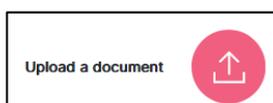


Result

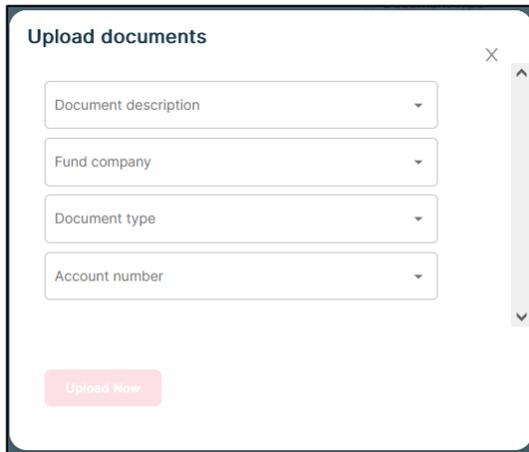


2. Select *Upload a document*.

Information



Result



The screenshot shows a modal dialog titled "Upload documents" with a close button (X) in the top right corner. Inside the dialog, there are four vertically stacked drop-down menus with the following labels: "Document description", "Fund company", "Document type", and "Account number". At the bottom left of the dialog, there is a pink button labeled "Upload Now". A vertical scroll bar is visible on the right side of the dialog.

3. Select the required information from the drop-down menus.

Result

The *Upload now* button becomes available.

4. Select *Upload now*.

Note

Once a document has been uploaded it cannot be viewed or changed. You can view information about the document that was uploaded and the time that it was uploaded.

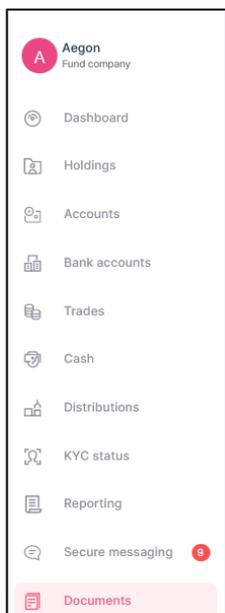
Viewing information about uploaded documents

You can search for documents by date or account number. You can filter by document type. After finding a document, you can view information about that document.

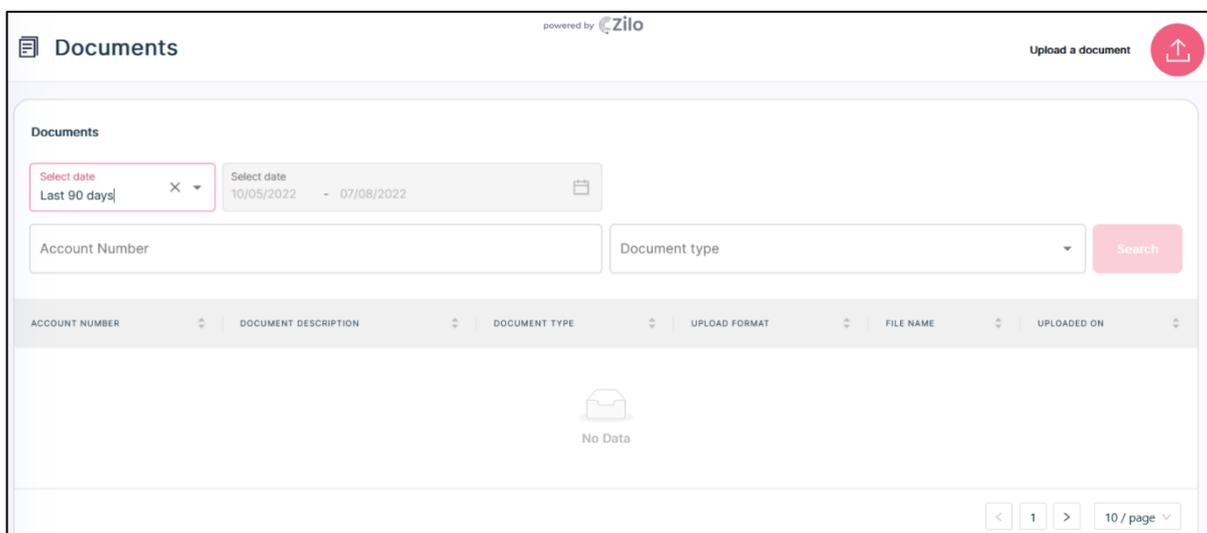
Filter documents by document type:

1. Navigate to *Documents* on the left-hand navigation panel.

Information

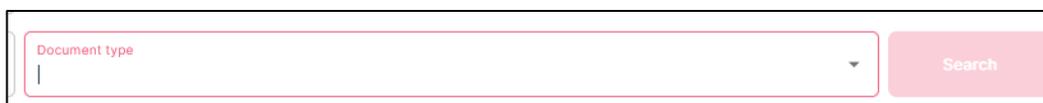


Result



2. Select *Document type* from the drop-down menu.

Information



Result

The *Search* button becomes available.

3. Select *Search*.

Result

Documents of the type selected are displayed.

Information

Column name	Purpose
ACCOUNT NUMBER	The account number associated with the document.
DOCUMENT DESCRIPTION	The user added document description.
DOCUMENT TYPE	The selected document type.
UPLOAD FORMAT	The format of the file uploaded.
FILE NAME	The name of the uploaded file.
UPLOADED ON	The date on which the document was uploaded.

Document types (available in the drop-down menu):

- Articles of association.
- AML comfort letter.
- Application form.
- Authorised signatory list.
- Bank statement.
- Credit Card statement.
- Certificate of incorporation or certificate of name change.
- CRS self-certification.
- Certificate of confirmation
- Company director document.
- Company Registration document.
- Company registration.
- Company VAT certificate.
- Copy of the will.
- Council tax bill.
- Death certificate.
- Decree absolute.
- Deed poll.
- Driving license.
- Evidence of address.
- Evidence of establishment.
- Evidence of listing.
- Evidence of registration.

- Evidence of regulation.
- FATCA self-declaration.
- FCA registration document.
- Grant of probate.
- Household/mortgage document.
- ID card.
- Identification document.
- Letter from bank/employer.
- Letter from representative.
- Letter of administration.
- List of senior managing officers.
- Local authority document.
- Marriage certificate.
- Mortgage statement.
- Other.
- POA document.
- Passport.
- Photo identity.
- Power of attorney.
- Signed letter from authorised signatories.
- Small estates form.
- Source of funds declaration.
- Source of wealth declaration.
- Spoiled cheque.
- Stock transfer form.
- Supporting document.
- Utility bill (not mobile phone).

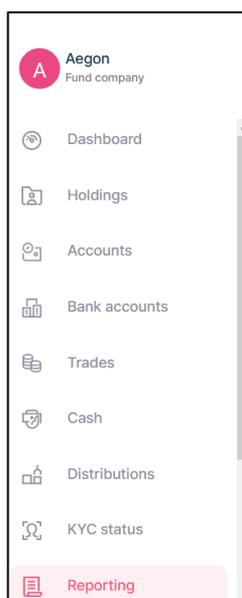
Managing Notifications

You can manage the sending of notifications for different events such as the creation of Reports, Statements, Contract Notes and Tax Vouchers. You can configure an email for the notifications to be sent to.

Manage notifications for Valuation Reports:

1. Navigate to *Reporting* on the left-hand navigation panel.

Information



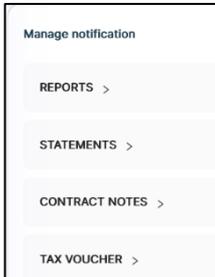
Result

REPORT NAME	SCHEDULED ON	REPORT TYPE	NEXT SCHEDULED ON	LAST RUN ON	ACTION
Deal Confirmation Report	08/08/2022 00:00	Scheduled	08/08/2022 11:59	08/08/2022 16:36	Download
Deal Confirmation Report	08/08/2022 00:00	Scheduled	08/08/2022 11:59	08/08/2022 16:36	Download
Outstanding Settlement Report	08/08/2022 00:00	Scheduled		08/08/2022 16:35	Download
Deal Confirmation Report	08/08/2022 00:00	Scheduled	08/08/2022 11:59	08/08/2022 16:34	Download
Outstanding Settlement Report	08/08/2022 00:00	Scheduled		08/08/2022 16:25	Download
Debtor Creditor Details Report	08/08/2022 00:00	Scheduled		08/08/2022 16:25	Download
Debtor Creditor Details Report	08/08/2022 00:00	Scheduled		08/08/2022 00:00	Download
Deal Confirmation Report	08/08/2022 00:00	Scheduled	08/08/2022 11:59	08/08/2022 00:00	Download

2. Navigate to *Manage Notifications*.

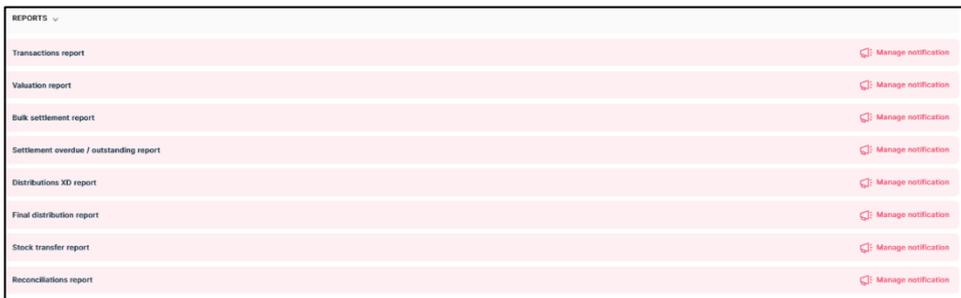
Information

Result



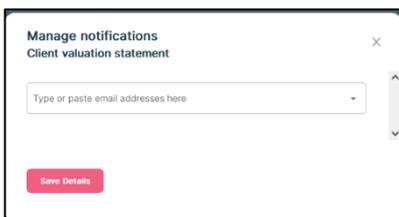
3. Select *Reports*.

Result



4. Select *Manage notifications*.

Result



5. Enter an email address for the notification to be sent to.
6. Select *Save Details*.

Result

In this example, on the creation of a valuation report, a notification is sent to the email address specified.

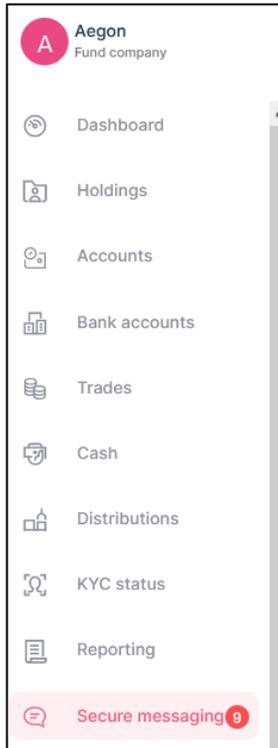
Viewing your received secure messages

You can view your secure messages.

View a secure message:

1. Select *Secure messaging* on the left-hand navigation panel.

Information



Result

Secure messaging powered by Zilo Create new message

Messages

Received Read Sent

<input type="checkbox"/>	DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
<input type="checkbox"/>	05/08/2022 14:55	Frank	0000003335	test214	View Details
<input type="checkbox"/>	16/07/2022 13:52	Test 1	0000002393	Sample Test message	View Details
<input type="checkbox"/>	16/07/2022 12:54	Test	0000002351	Sample 123456789	View Details
<input type="checkbox"/>	16/07/2022 08:10	Auth	0000002330	AUTHRISER	View Details
<input type="checkbox"/>	16/07/2022 08:05	subject098	0000002313	Test sample09876	View Details
<input type="checkbox"/>	16/07/2022 07:28	Secure message	0000002295	Test0987	View Details
<input type="checkbox"/>	16/07/2022 07:23	440101-0000000684	0000002292	test134561	View Details
<input type="checkbox"/>	15/07/2022 10:37	Test Email	0000002279	Sample 123	View Details
<input type="checkbox"/>	30/08/2022 13:22	Approve	0000001748	92939	View Details

< 1 > 10 / page

Column name	Purpose
DATE	The date on which the message was received/read/sent with time.
SUBJECT	The inserted subject of the message.
REFERENCE NUMBER-	The generated reference number for the message.
MESSAGE	First contents of the message.
ACTION	Select ACTION to view details of the message and to reply.

You can filter the secure messages by:

- Received (default).
- Read.
- Sent.

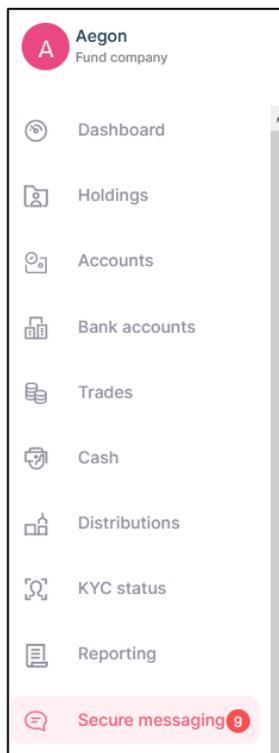
Viewing the details of a secure message

You can view the details of any secure message.

View the details of a secure message:

1. Select *Secure messaging* on the left-hand navigation panel.

Information



Result

Secure messaging powered by Zilo Create new message

Messages Received Read Sent

<input type="checkbox"/>	DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
<input type="checkbox"/>	05/08/2022 14:55	frank	0000003335	test214	View Details
<input type="checkbox"/>	16/07/2022 13:52	Test 1	0000002393	Sample Test message	View Details
<input type="checkbox"/>	16/07/2022 12:54	Test	0000002351	Sample 123456789	View Details
<input type="checkbox"/>	16/07/2022 08:10	Auth	0000002330	AUTHniser	View Details
<input type="checkbox"/>	16/07/2022 08:05	subject098	0000002313	Test sample09876	View Details
<input type="checkbox"/>	16/07/2022 07:26	Secure message	0000002295	Test0987	View Details
<input type="checkbox"/>	16/07/2022 07:23	440101-0000000684	0000002292	test134561	View Details
<input type="checkbox"/>	15/07/2022 10:37	Test Email	0000002279	Sample 123	View Details
<input type="checkbox"/>	30/06/2022 13:22	Approve	0000001748	92939	View Details

< 1 > 10 / page

2. Navigate to the *Action* column and select *View details*.

Result

Message details ✕

92939

Date and time: 30/06/2022 13:22 | Reference number: 000001748

[Reply](#)

History messages:

Date and time: 30/06/2022 13:22 | From: TA | To: Yelx Plc [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Mr frank Tim kevin [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: OEmx RSS [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Mr Zavier M [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Mr Oliver Smith [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Pexx RSS [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Bellway Plc [Read message](#)

Date and time: 30/06/2022 13:22 | From: TA | To: Mr Toby Fraser [Read message](#)

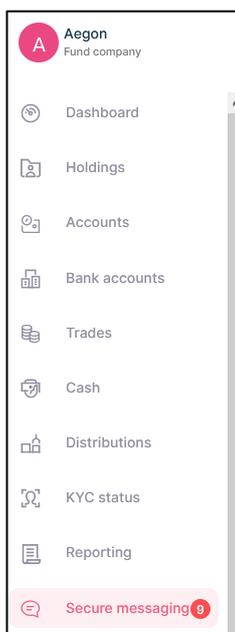
Replying to a secure message

You can reply to a secure message. When you receive secure messages, they are indicated on the left-hand navigation panel.

Reply to a secure message:

1. Select *Secure messaging* on the left-hand navigation panel.

Information



Result

Secure messaging powered by Zilo Create new message

Messages

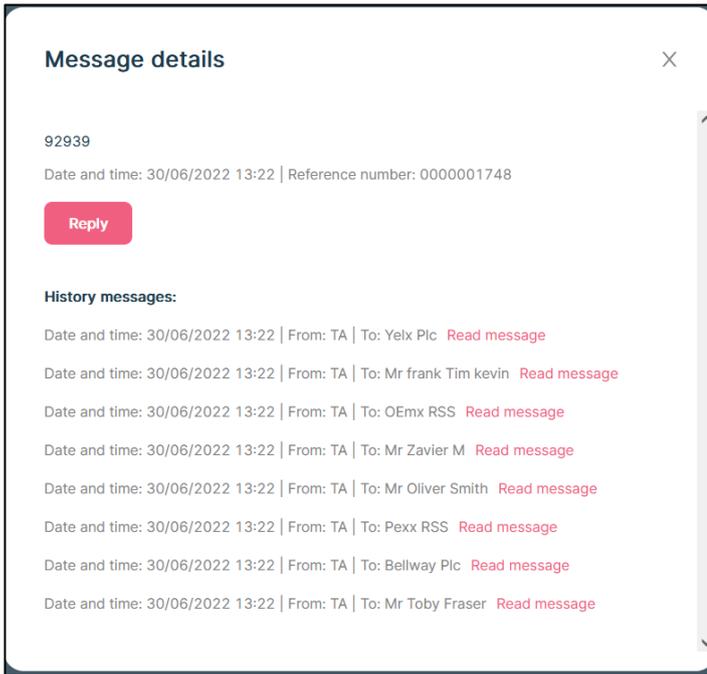
Received Read Sent

<input type="checkbox"/>	DATE	SUBJECT	REFERENCE NUMBER	MESSAGE	ACTION
<input type="checkbox"/>	05/08/2022 14:55	frank	0000003335	test214	View Details
<input type="checkbox"/>	16/07/2022 13:52	Test 1	0000002393	Sample Test message	View Details
<input type="checkbox"/>	16/07/2022 12:54	Test	0000002351	Sample 123456789	View Details
<input type="checkbox"/>	16/07/2022 08:10	Auth	0000002330	Authniser	View Details
<input type="checkbox"/>	16/07/2022 08:05	subject098	0000002313	Test sample09876	View Details
<input type="checkbox"/>	16/07/2022 07:26	Secure message	0000002295	Test0987	View Details
<input type="checkbox"/>	16/07/2022 07:23	440101-0000000684	0000002292	test134561	View Details
<input type="checkbox"/>	15/07/2022 10:37	Test Email	0000002279	Sample 123	View Details
<input type="checkbox"/>	30/06/2022 13:22	Approve	0000001748	92939	View Details

< 1 > 10 / page

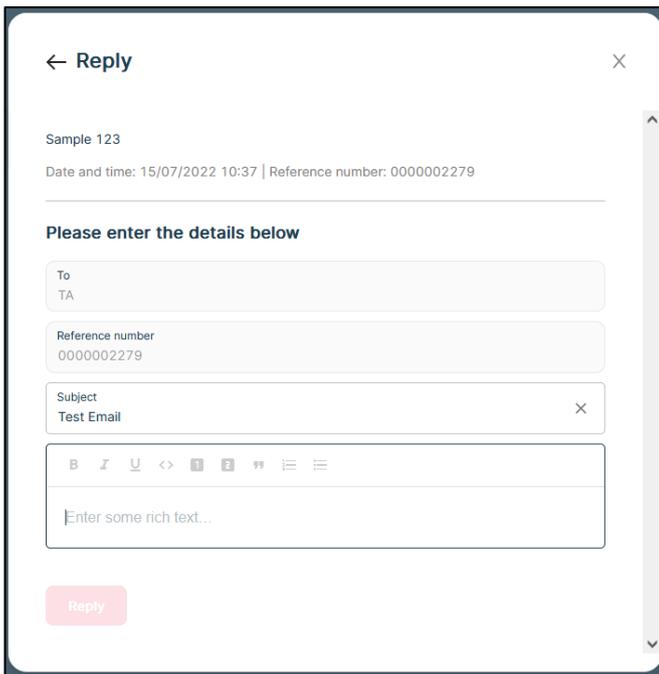
2. Navigate to the *Action* column and select *View Details*.

Result



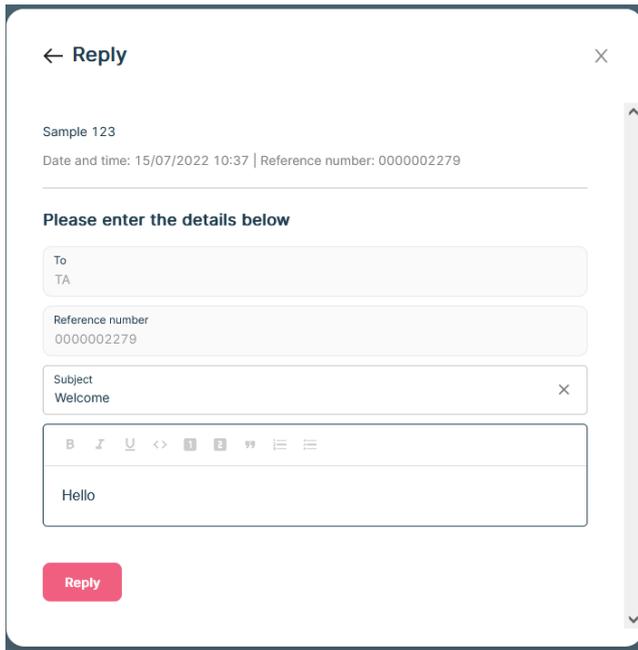
3. Select *Reply*.

Result



4. Enter your message.

Information



Result

The *Reply* button becomes available.

- 5. Select *Reply*.

Result

The secure message is sent. You can view sent messages by using the *Sent* filter.

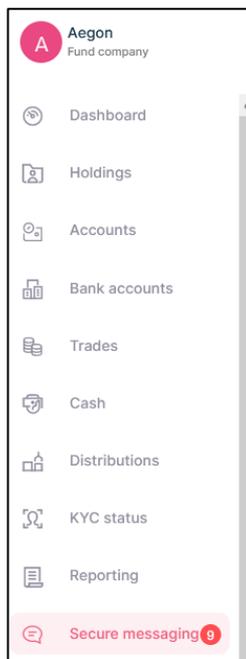
Creating a new secure message

You can create a new secure message.

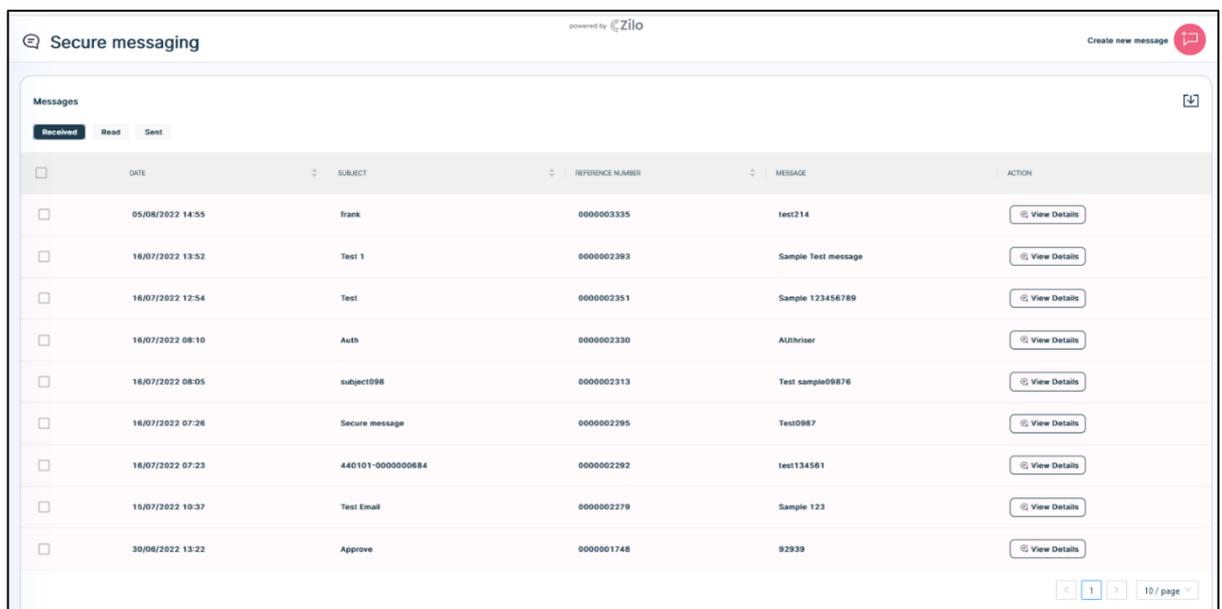
Create a secure message:

1. Select *Secure messaging* on the left-hand navigation panel.

Information

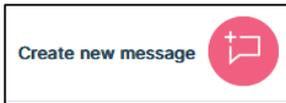


Result



2. Select *Create new message*.

Information



Result

A screenshot of a "Create new message" dialog box. The dialog has a white background and a dark grey border. At the top left, it says "Create new message" and at the top right is a close button (X). Below the title is the instruction "Please enter the details below". There are three input fields: "To" with the value "TA", "Subject" with the value "cv", and a text area with the value "hello". The text area has a rich text editor toolbar above it with icons for bold, italic, underline, link, unlink, list, and indent. At the bottom left of the dialog is a red button labeled "Send Message".

3. Enter a subject.
4. Enter your message.
5. Select *Send Message*.

Result

The secure message is sent. You can view sent messages by using the *Sent* filter.

Document history

Document history is recorded in reverse chronological order.

Creator	Date	Approver	Date	Notes
RG	05/07/23			First version published