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# Elevate help guide: Ongoing Adviser Charge

**Standard Life**  
There's a lot to look forward to

# How do I set it up?

## What you will see

A regular payment for ongoing advice and services of your client's Elevate account.

The screenshot shows the 'Step 5 Remuneration' setup screen. At the top, a progress bar highlights '5 Remuneration' in purple, with other steps (1-4, 6-11) in grey. Below the progress bar are navigation buttons: 'Exit without saving', 'Save and exit', 'Back', and 'Next'. The main content is divided into three sections:

- Summary details:** A dropdown menu for 'Monthly' frequency, a 'Disinvestment strategy' dropdown set to 'Least volatile stock (LVS)', and a 'Deal Code' field with an 'Apply' button. A checkbox for 'Take Elevate Individual Savings Account charges from Elevate General Investment Account' is checked.
- Elevate Portfolio Charge:** A table showing charges for different portfolio values.
- Initial Adviser Charge:** A table for single payments with columns for 'Adviser charge (£)', 'Elevate charge (£)', and 'Total charge (£)'. It lists 'Elevate Stocks & Shares ISA' and 'Elevate General Investment Account' with input fields for allocation and amount.
- Ongoing Adviser Charge:** A table for annual charges with columns for 'Adviser annual charge amount (£)' and 'Total annual charge amount (£)'. It lists 'Elevate Stocks & Shares ISA' and 'Elevate General Investment Account' with input fields for allocation and amount.

Numbered callouts (1-5) point to: 1. The progress bar; 2. The frequency dropdown; 3. The allocation/amount input fields; 4. The amount input field; 5. The 'Next' button.

## What you will need to do

The Ongoing Adviser Charge (OAC) is set up in **Step 5**.

**Remuneration of:**

For new clients: **New Client > Create**

For existing clients with new product wrappers:

**New Work > New/amend prod payment**

1. Complete **Steps 1 to 4**.

2. Select the frequency that the OAC is deducted.

3. Select % or £ amount.

4. Enter the amount.

5. Click **Next**.

## Notes

2. You can choose monthly, quarterly, half-yearly or yearly.

# Amending OAC for existing product wrappers

## What you will see

Summary Portfolio New Work Cash Account Account Holders Transactions Reports & Documents **Charges & Remunerations** Contacts IDV

Adviser Remuneration Client Charges **Agreed Remuneration**

**Adviser Regular Remuneration - Percentage Based**

	Quantity	Net Fund Manager Rebate*	Ongoing Adviser Charge	Payment Frequency	Charge Type
EL2002885-003 - Elevate ISA					
Architas MA Actv Mdt Inc R Gr Inc	10.3770	0.50%	1.30%	Monthly	OAC
Architas MA Actv Mdt Inc R Gr Acc	2,803.7440	0.50%	1.30%	Monthly	OAC
Architas MA Passive Interm R Acc	93.5310	0.50%	1.30%	Monthly	OAC
Architas MM Strategic Bd R Acc	1,267.9290	0.50%	1.30%	Monthly	OAC
Architas MA Blended Prog R Acc	113.7170	0.50%	1.30%	Monthly	OAC
EL2002885-004 - Elevate ISA					
Architas MA Actv Mdt Inc R Gr Acc	674.8830	0.50%	1.30%	Monthly	OAC

\*this is the rebate paid to product wrapper cash, or level of commission paid to the adviser if the charge type is ASRR

Amend Agreed Remuneration **ISA Charge From GIA Amendments**

**Ongoing Adviser Charge (OAC)**

Elevate General Investment Account  % Allocation  £ Amount  %

Elevate Stocks & Shares ISA  % Allocation  £ Amount  %

**Has advice been given?**

General Investment Account Individual Savings Account Pension Investment Account

Yes  No  Yes  No  Yes  No

**Generate documents**

Charges Information Document... Complete

Adviser Charge Agreement... Complete

I have agreed with my client the adviser charges for the provision of my advice and services and I confirm that the selections I have made reflect this agreement. I understand that Elevate will only pay me the adviser charges I have agreed with my client.

Where my charges are payable by my client over a period of time, I confirm that:

- the charge is for the provision of an ongoing service, or
- the charge relates to a regular premium contract.

I understand that I will need to provide Elevate with an Adviser Charges Agreement signed by my client (the declaration confirming my client wants adviser charges to be facilitated through their Elevate account) before any new adviser charges can be paid to me.

## What you will need to do

1. Go to the client's account and select **Charges & Remunerations** > **Agreed Remuneration**.
2. Click **Amend Agreed Remuneration**.
3. Amend the % or £ amount.
4. Confirm if advice has been given.
5. Click **Generate All**.
6. Tick each box to confirm you agree to the adviser declarations.
7. Click **Submit**.

## Notes

5. A **Charges Information document** will be produced and, where not already held, an **Adviser Charges Agreement**.
7. A letter confirming the changes will be sent to your client.

### How is it calculated?

If you take the OAC as a %, it is calculated across the value held in a product wrapper (including discretionary managed assets) and accrued on a daily basis.

If you take the OAC as a £ amount, it is calculated as an annual amount divided by 365.25 and accrued on a daily basis.

The amount accrued is then deducted from product wrapper cash on the deduction date.

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### When is it deducted?

The charge is deducted on the same day of the month as the wrapper submission date at the frequencies you have specified.

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### When is it paid?

Payment will be made to the adviser firm on the next payment date, as set out in the Terms of Business, after it's deducted from the client's Elevate account.

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### Exceptions

If an existing client's product wrapper cash balance is overdrawn, OAC accruals will continue by triggering the automatic disinvestment strategy. Where this is not possible the OAC payment will not be paid.

### Notes

Limits for OAC are set at firm level. Any £ amount will be validated against any % limits set.

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### Hints and tips

- An **Adviser Charges Agreement** must be held on the clients account before we can pay or accrue any adviser charges.

## Get to know us better

We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.

If there is anything more you want to know, please contact us.

### Call us on 0345 600 2399

Our lines are open 8am to 6pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

### Email us at [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com)

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

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