

# Elevate ISA and GIA

## Frequently Asked Questions

Can't find the answer to your question? Call 0345 600 2399 or email us at [Elevate\\_Enquiries@standardlife.com](mailto:Elevate_Enquiries@standardlife.com)

Category	Question	Answer
Assumptions	What assumptions have been made in calculating the illustration?	<p><b>Payments</b></p> <ol style="list-style-type: none"><li>1. All regular payments are assumed to start immediately and continue at the frequency selected for the duration of the projection.</li><li>2. Interest is added monthly in arrears.</li></ol> <p><b>Deductions</b></p> <ol style="list-style-type: none"><li>3. Charges can be specified as monetary amounts per payment or annual percentages. Where annual percentages are used the payment amount is calculated based on the deduction frequency selected (where applicable).</li><li>4. Ongoing Adviser Charges are calculated on funds before product charges have been deducted.</li><li>5. Ongoing Adviser Charges are deducted in advance.</li><li>6. Withdrawals are subtracted before any charges have been applied.</li><li>7. Each withdrawal can be specified as an amount or as a percentage of the new single and transfer payments. Regular payments are not included in the percentage calculation.</li><li>8. The Elevate Portfolio Charge (EPC) has been calculated for all funds invested in Elevate during any given month.</li></ol> <p><b>Fund values</b></p> <ol style="list-style-type: none"><li>9. Total amounts are cumulative.</li><li>10. Projected values are at the end of each year.</li><li>11. All values expressed in pounds (£) are rounded down to 3 significant figures for the projection. For example, £26,784.51 would be shown as £26,700.</li></ol> <p><b>Other investments</b></p> <ol style="list-style-type: none"><li>12. Other investments (i.e. not the Elevate ISA or Elevate GIA) on Elevate have a growth rate of 0% p.a.</li></ol> <p><b>Inflation</b></p> <ol style="list-style-type: none"><li>13. Inflation has not been taken into account.</li></ol>
Charges	Can I deduct one product's charges from a different product?	Elevate ISA charges can be deducted from the Elevate GIA wrapper (assuming funds are sufficient). However, this functionality is not supported in this version of the illustration tool.
Charges	Can I take switch or ad hoc adviser charges?	The Elevate platform does offer this functionality. However, this tool is intended for new business only, and thus does not allow ad-hoc or switch charging.

### For financial adviser use only.

It should not be distributed to, or relied upon by, retail clients.

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Charges	How is the Initial Adviser Charge calculated?	The percentage charge is based on the single premium and transfer amount only, so if you entered a 1% initial charge on £100,000 then £1,000 would be used as the initial charge in the calculations.																
Charges	Why can't I take charges from a product that does not have a single or regular premium?	The illustration tool does not allow deductions from a product with £0 invested.																
EPC	What is the EPC?	The EPC is the charge we make for ongoing administration of your client's portfolio, including any transactions carried out. If you are unsure what EPC rates to apply, please speak to your Elevate contact or email <a href="mailto:Elevate_Enquiries@standardlife.com">Elevate_Enquiries@standardlife.com</a>																
EPC	Why do I need to enter values in all Custom EPC tiers?	The EPC is calculated on the fund value(s) in any given month. As these can change, so could the EPC charge. The effect of withdrawals and deductions will change the tier being applied throughout the period being illustrated. If your client's fund grew over the illustration period and they moved into to a higher EPC tier that had been left blank, no charges would be applied. This would result in a very inaccurate projection. To prevent this from happening, please ensure you complete all charging tiers shown.																
Fund details	How do I add funds within the 'Fund charges' section of the illustration tool?	Funds can be added using the 'Search fund name or code' column of the fund selection tables. You can enter either the fund name or code (Citi code, Sedol or ISIN). If you are unsure of the fund name you can type in a partial fund name and all possible matches will be shown allowing to select the one required.  If you have a list of funds, you can also paste multiple fund names or codes into the search column of the fund selection table in one go.																
Growth rates	How do I select the correct growth rates for the illustration?	You can choose the most appropriate growth rates based on the investments selected. Different growth rates can be selected for the GIA and ISA wrappers.  <table border="1"> <thead> <tr> <th></th> <th>GIA investments</th> <th>ISA investments</th> <th>Proportion of high risk investments*</th> </tr> </thead> <tbody> <tr> <td><b>Low</b></td> <td>-0.5 / 2.5% / 5.5%</td> <td>0% / 3% / 6%</td> <td>Less than 25%</td> </tr> <tr> <td><b>Medium</b></td> <td>1% / 4% / 7%</td> <td>1.5% / 4.5% / 7.5%</td> <td>25% – 60%</td> </tr> <tr> <td><b>High</b></td> <td>1.5% / 4.5% / 7.5%</td> <td>2% / 5% / 8%</td> <td>60%+</td> </tr> </tbody> </table> <p>* To help you determine the most appropriate growth rates we've shown the thresholds we use on Elevate. The thresholds are based on the proportion of the underlying investments in the fund(s) selected that are invested in riskier assets (e.g. equities or property). For more information on growth rates, please speak to your usual Elevate contact.</p>		GIA investments	ISA investments	Proportion of high risk investments*	<b>Low</b>	-0.5 / 2.5% / 5.5%	0% / 3% / 6%	Less than 25%	<b>Medium</b>	1% / 4% / 7%	1.5% / 4.5% / 7.5%	25% – 60%	<b>High</b>	1.5% / 4.5% / 7.5%	2% / 5% / 8%	60%+
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