

For customers

Aegon Platform – ISA, JISA and GIA charges guide

Aegon Platform is designed with you in mind. When it comes to charges, that means being clear on how much we charge you and why.

If your personal circumstances mean you need any additional support, or if you'd like a large print, Braille or audio CD version of this document, please call 03456 044 001 (call charges will vary) or visit aegon.co.uk/support

This guide explains the charges that could apply to your investment with us. The charges and calculations shown are our current standard charges and calculation methods.

The charges you'll pay may vary from those detailed. To find out the charges that apply specifically to you, please see your illustration. You can find a copy by logging into your online dashboard if you have access, and viewing it in the document library.

You can also contact us at any point to request a copy of your current charges. Alternatively, if you have an adviser they can explain the charges to you.

If the charges change, we'll write (as detailed in the terms and conditions) explaining how this impacts you.

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Introduction

Products covered by this guide

- Aegon Individual Savings Account (ISA);
- Aegon Junior ISA, and
- Aegon General Investment Account (GIA).

Please note that this document doesn't cover Aegon Retirement Choices.

Aegon JISAs

In this document 'you' means the registered contact unless the context requires otherwise, in which case 'you' means 'the child'.

Please note, all new Aegon JISA applications made on or after the 8 May 2018 will be subject to the Aegon Platform annual charge.

Understanding the Aegon Platform charges

The Aegon Platform has a clear and flexible charging structure so you'll know exactly what you're paying for. There are three main charges associated with your Aegon Platform account:

- Annual charge – this pays for the administration of your Aegon Platform account.
- Investment charge – this covers the investment manager charge for your chosen investments.
- Adviser charges – if you have an adviser, you'll agree a fee for the advice or service they provide. If you want to, you can pay your adviser from your Aegon Platform account.

When we set up your Aegon Platform account, each product you open will have its own cash facility. The cash facility is where we deduct charges from, unless specified otherwise in this guide.

Money in your cash facility earns interest. We'll calculate interest on any cash held in your cash facility each day, and credit that amount to your cash facility once a month. You can find the current [interest rate](#) on our website.

Please refer to your key features for details of how we take your charges.

How do we tell you how much you've paid?

We send you a statement showing the total costs and charges, paid over the previous 12 months once a year.

The order we take your regular charges in

Where more than one charge is due on the same day, we'll deduct those charges in the following order:

- Annual charge;
- Ongoing adviser charge;
- Service charge, and
- Discretionary investment manager charge.

You'll find details of these charges later in this document.

Section 1 – the Aegon Platform annual charge

The annual charge pays for using the Aegon Platform service and the administration involved in managing your account.

How much is the annual charge?

The amount you'll pay is based on the value of your Aegon Platform account. This means your monthly charge usually changes month to month along with the value of your investments.

To ensure you know how much you'll have to pay, we give you a breakdown of this charge in your illustration.

You can view your illustration anytime by logging into your online dashboard, if you have access, and viewing it in the document library. You can also contact us at any point to request a copy of your current charges.

Alternatively, if you have an adviser, they can explain the charges to you.

How do you calculate the annual charge?

Although it's called an annual charge, we take payments from your product(s) once a month, rather than once a year. This means we spread the cost for you over the course of the year.

We work out the charge due each month as follows:

- We work out the value of your Aegon Platform account, including cash in a product's cash facility, on the last business day of each month.
- We then apply the charge percentage(s) shown in your illustration to this value to get the annual charge amount. We convert this to a monthly charge by dividing it by 12.

When do you take the annual charge?

We'll deduct the charge from the cash facility of your relevant product(s) on or around the first business day of each month. If there isn't enough money in your cash facility, we'll sell some of your investments to pay the charges due. This means there may be a delay in us taking the charge whilst we wait on the money becoming available.

You can find out how the cash facility works in part 1 of your key features document.

What if I have more than one product in my Aegon Platform account?

We'll apply the charge proportionately across your products based on the value of each product.

What if I have a number of products on the one Aegon Platform account but I use more than one adviser?

If this applies to you, you'll pay separate annual charges on the products associated with each adviser.

For example, if you had a value of £150,000 in products across two intermediaries, £110,000 with adviser one and £40,000 with adviser two, you'll pay two separate Aegon Platform annual charges. The annual charges would be based on the values of the product(s) associated with each adviser:

- one charge based on the product(s) valued at £110,000 with adviser one, and
- a second charge based on the product(s) valued at £40,000 with adviser two.

We won't base the annual charge on a single £150,000 Aegon Platform account value which may mean that you pay more.

What if I no longer have a relationship with a particular adviser?

If:

- you instruct us you no longer want to be associated with an adviser for one or more of your products, or
- your adviser instructs us they no longer want to service one or more of your products, then

we may agree for you to continue those products on a non-intermediated basis. This means you may be moved on to a different annual charge used for customers without an adviser. This may mean your annual charge will increase. We'll contact you if this applies to you.

What if I change my adviser?

If you change adviser, your annual charge might change for the products they represent.

If I have a joint Aegon GIA, how does that impact my annual charge?

We hold joint Aegon GIA products as separate Aegon Platform accounts. We automatically include the value of the joint Aegon GIA when calculating the annual charge on your Aegon Platform account if:

- you're the primary holder of the joint Aegon GIA, and
- you have the same adviser relationship for your joint Aegon GIA and your own Aegon Platform account products.

If you're a secondary holder of the joint Aegon GIA, we don't take the joint Aegon GIA into account when calculating the annual charge on your Aegon Platform account.

Section 2 – Investment charges

Investment charge

What's the investment charge?

This is the charge the investment manager¹ takes to cover the cost of managing your investments available through your Aegon Platform account.

¹Investment managers (also known as investment providers) manage and provide the different investment options available through the Aegon Platform.

How much is the investment charge?

The charge varies from investment to investment. This means the amount you'll pay depends on the investments you select.

You'll pay the fund's ongoing investment charge as shown on the fund's Key Investor Information Document (KIID) or fund factsheet. You can find out the investments available and how much they cost on our website.

How and when is the charge taken?

The investment charge is calculated daily and the charge is either taken directly from the investment or is taken into account in the fund's investment price, so you won't see it as a separate charge on your account.

For example, if an investment has an annual charge of 0.20% then each day 1/365th of 0.20% (i.e. 0.00055%) would be calculated as a percentage of the investments held with the investment manager and taken to cover the investment charge.

Please note, if your fund charge increases we'll write to let you know. If it reduces we won't write to you.

Rebates

Some investments provide a portion of the investment charge back in the form of a rebate. We'll invest any rebates of £1 or more received in the same product, by buying new units in the investment with the highest value. Rebates of less than £1 are paid into the cash facility.

Rebates from funds held in an Aegon General Investment Account will be paid net of basic rate income tax.

Depending on your individual circumstances you may be able to reclaim this tax from the HM Revenue and Customs (HMRC), or be liable for additional tax. Rebates from funds held in an Aegon ISA or an Aegon

ISA are paid in full without any tax being deducted. Please speak to an adviser for further information.

The tax treatment depends on your individual circumstances and may be subject to change in future. This information is based on our understanding of current taxation law and HMRC practice which may change.

Discretionary fund manager charge

What is a discretionary fund manager (DFM)?

A DFM is a specialist investment manager who you authorise to change the mix of investments you hold on your behalf, without them needing to gain your consent for each change they make.

Will I have to pay a DFM charge?

You'll only be charged a DFM charge if you decide to use a DFM. You'll need an adviser to do this.

How much is the charge?

The charge is a percentage of the value of the investments in your product managed by that DFM. The percentage charged by different DFMs will vary. Your adviser can explain how much you can expect to pay.

How often is the charge taken?

The charge is taken monthly.

How is the charge calculated?

The charge is calculated using the value of the investment managed by the DFM on the last business day of the month. We'll pay the charge on your behalf on or around the first business day of the following month. For more details please refer to your illustration, or speak to your adviser.

How do we take the charge?

We follow the process below to take the charge;

- We take the DFM charge from cash in the cash facility.
- If there isn't enough cash available, we sell from your chosen investment.
- If you haven't selected an investment, or there's an insufficient amount available in your chosen investment, we sell any remaining balance required from the largest investment available to the smallest to cover the charges. This means there may be a delay in us taking the charge whilst we wait on the money.

Other investment charge

Stockbroker fee

What's a stockbroker fee?

This is a dealing fee that applies to every purchase or sale of equities or investment trusts. It isn't triggered by changes in value.

How much is it?

It's a flat fee of £15.00.

Will I be charged a stockbroker fee?

You'll only be charged if you buy or sell equities or investment trusts. You'll need an adviser to do this.

How is the fee taken?

We'll take the fee from your cash facility. If there isn't enough money in your cash facility;

- on purchases – we'll deduct the fee from the cash provided for the purchase, and
- on sales – we'll deduct the fee from the sale proceeds.

You can find out how the cash facility works in part 1 of your key features document.

Aggregated stockbroker fee

What's an aggregated stockbroker fee?

This is a dealing fee that applies to every new purchase or full sale of exchange traded funds (ETFs). It isn't triggered by changes in value.

How much is it?

It's a flat rate of £10.00.

Will I be charged an aggregated stockbroker fee?

You'll only be charged if you buy or sell ETFs. You'll need an adviser to do this.

How is the fee taken?

We'll take the fee from your cash facility. If there isn't enough money in your cash facility;

- on purchases – we'll take the fee the next time cash is available in the cash facility, and
- on sales – we'll deduct the fee from the sale proceeds.

You can find out how the cash facility works in part 1 of your key features document.

Other dealing related charges

Stamp duty

Stamp duty will apply to company share and investment trust transactions.

Panel of Takeovers and Mergers (PTM) levy

A £1 PTM levy is charged for company share transactions over £10,000.

Investment entry and exit charges

Investment entry and exit charges may also apply. Please refer to your Key Investor Information Documents, fund factsheets and key features documents for details.

Section 3 – Paying an adviser through the Aegon Platform

If you have an adviser, you'll agree a fee for the advice and/or service you receive from them. Adviser charges will be clearly shown on your illustration. If you want to, you can pay this fee from your Aegon Platform account.

If you agree to add an adviser charge at a later date, your adviser will provide you with the information to show how these will impact your Aegon Platform account.

Options for paying your adviser through your Aegon Platform account

How you pay your adviser depends on whether or not you're receiving advice. Your options:

Adviser provides advice	Adviser doesn't provide advice
Initial adviser charge (this is usually a one-off amount taken from the initial investment)	Service charge (a regular amount taken from your product)
Ongoing adviser charge (OAC) (a regular amount taken from your product)	
Ad hoc adviser charge (this is a single lump-sum payment)	

Paying initial adviser charges

The payment options available depend on the type of contribution you make. These can be;

- single contributions or transfer payments, or
- regular contributions.

Your adviser will confirm if VAT applies.

Single contributions or transfer payments

An initial adviser charge would be taken from the cash facility of your product. You can agree to pay your adviser a specific monetary amount, or a percentage of the single contribution and/or transfer payment amount. Please see the 'Charges' section in your key features for more information on how we take your charges.

Worked example – percentage of your single contribution

If you want to pay a single contribution of £20,000 into your Aegon ISA, and you agree to pay your adviser 1% of the contribution amount, the charge would be £200.

If you have an Aegon ISA, you have two ways to pay your adviser:

- you can pay the charge from your Aegon ISA, or
- you can pay the charge from your Aegon GIA. (This helps maximise the amount invested into your Aegon ISA, by avoiding charges eating into your tax advantaged ISA savings. Please see the 'Charges' section of the key features for more information on how this works.)

Step	You pay the charge from your ISA	You pay the charge from your GIA
ISA contribution amount	£20,000	£20,000
Initial adviser charge agreed with your adviser	1%	1%
Initial adviser charge due	£200	£200
Your payment to us	£20,000 We pay £20,000 into the cash facility of your Aegon ISA	£20,200 We pay £20,000 into the cash facility of your Aegon ISA and £200 into the cash facility of your Aegon GIA
Payment to your adviser	£200 from the cash facility of your Aegon ISA	£200 from the cash facility of your Aegon GIA
Balance invested in your Aegon ISA	£19,800	£20,000 (£0 in your Aegon GIA)

Regular contributions

You can choose to pay your adviser an initial adviser charge when you start paying in regular contributions.

If you do this, you can pay your adviser an initial adviser charge over a period of up to 36 months. The payment can be up to 100% of the monthly contribution being set up. Please note that we'll continue making payment for the agreed term, even if you stop paying in contributions.

It's important to understand how we manage initial adviser charge payments. We'll deduct the agreed initial adviser charge amount from your product's cash facility on or around the first business day of each month for the agreed term. Stopping or changing the regular contribution amount won't change the initial adviser charge amount or the agreed term.

How do we take the initial adviser charge?

We follow the process below to take the charge;

- We take the charge from the cash in the cash facility.
- If there isn't enough cash available, we sell from your chosen investment.
- If you haven't selected an investment, or there's an insufficient amount available in your chosen investment, we sell any remaining balance required from the largest investment available to the smallest to cover the charge.

You can find out how the cash facility works in part 1 of your key features document.

We won't pay the charge if we can't raise enough money from selling investments. It will remain unpaid until sufficient cash becomes available. Please note that you may still be liable to pay your adviser, even if we can't take it from your product.

Please see part 1 of your key features document for more information on how the cash facility works.

A worked example

You want to pay in regular contributions of £500 each month to your Aegon GIA, and you agree to pay your adviser £240 over a 24 month period. The payments will work as shown below:

Step	Value
Your initial regular monthly contribution	£500
The initial adviser charge agreed with your adviser is	£240 over a 24 month period.
The payments to your adviser	We'll take £10 per month for 24 months. Assuming there's enough cash in the GIA's cash facility each month to pay the charge, we'll deduct 24 payments of £10 on or around the first business day of each month.

Paying ongoing adviser charges and service charges

You may have agreed to pay your adviser an adviser charge, or a service charge on an ongoing basis. If this is the case, you can pay for this from the appropriate product(s) on your Aegon Platform account.

You'll find details of the payment option agreed with your adviser and their rates in your illustration. Please contact your adviser if you have any questions regarding this charge.

Ongoing adviser charge

You and your adviser should agree the level and method of payment – this can be changed in the future. Your adviser will also confirm if VAT applies. The payment options are below:

Payment option	Payment frequency
A fixed amount of money	Monthly
A fixed percentage of the value of the product	Monthly
A tiered percentage ² of the value of the product	Monthly

²Tiered percentage – a percentage charge based on the value of your investments that generally reduces as the value of your investments grows above certain levels as defined by your adviser.

If you choose to pay a fixed or tiered percentage, the amount you'll pay will vary each month depending on the value of your relevant investments.

If you need to, you can to arrange different adviser charges for each of your products. For example, you might agree to pay one amount for your GIA product for ongoing advice, and a different amount for an Aegon ISA for monitoring investment performance.

If you agree either a fixed or tiered percentage, your adviser may set a minimum and/or maximum amount you'll pay. We'll add VAT if it applies after calculating any minimum or maximum amount.

How do we take the charge?

We follow the process below to take the charge;

- We take the charge from the cash in the cash facility.
- If there isn't enough cash available, we sell from your chosen investment.
- If you haven't selected an investment, or there's an insufficient amount available in your chosen investment, we sell any remaining balance required from the largest investment available to the smallest to cover the charges. This means there may be a delay in us taking the charge whilst we wait on the money becoming available.

If you have any questions about the charges that apply to your Aegon Platform account, please speak to your adviser, or if you don't have one, you can visit aegon.co.uk/contact

Service charges

Service charges are deducted in the same way as adviser charges, but they are not advice related.

Paying ad hoc adviser charges

This is a lump-sum payment. You can pay this either as a fixed amount, or a percentage of your product value. We'll only make the payment when we receive a request and when there is enough money in the cash facility for this to be paid. Your adviser will also confirm if VAT applies.

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