

Product and platform switching

User Guide

November 23

Contents

Introduction	3
Product and platform switching workflow	4
How to start.	4
Introduction, Activity name, client details step	5
Current investments	5
Adding valuations / contribution via add valuation workflow (affects all of Engage)	6
Adding adviser charges to existing products.....	8
Transfer values	8
Adding existing products from IO or xPlan.....	8
Adding manual products.....	9
Assets on Platform	13
Risk profiling	14
Allocate new solutions.	15
PPI step - Launch research.....	16
Client research	17
Choose solutions.	19
Error handling on the existing product.....	21
Hub settings	21
Notes.....	22
Report step.....	23
Suitability report	25
Execution.....	26
Deleting in progress activity when adding a product to the PPS workflow	27

Introduction

Product and platform switching is a new workflow being introduced to Engage Core. This workflow will enable an adviser to do cost-based analysis for multiple products to evidence the recommendation of switching a client to a better and cheaper product.

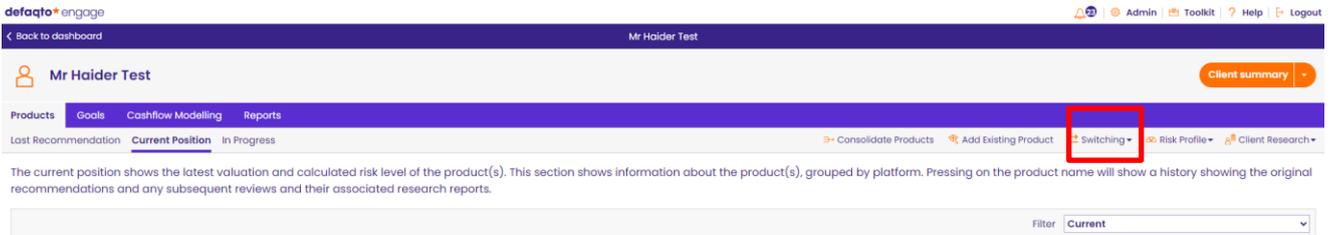
The adviser will be able to switch multiple products and produce the necessary client documentation and suitability reports.

The workflow now supports integration with Intelligent Office and xPlan and allows the entry of manual products.

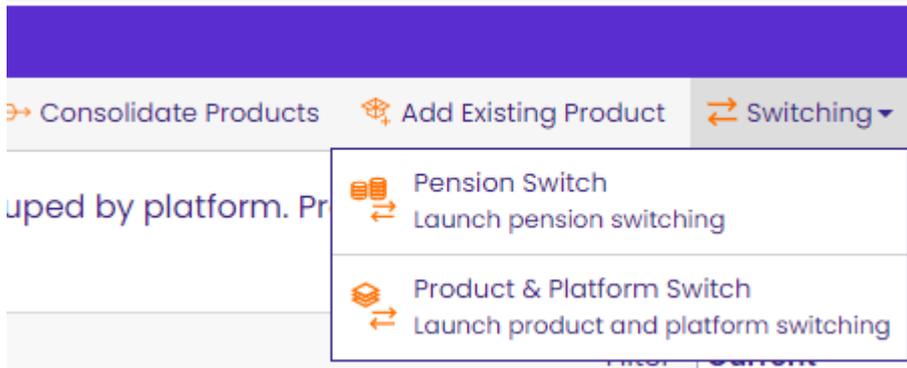
Product and platform switching workflow

How to start.

From the Client screen, select Switching.



Then product & Platform switching.



Introduction, Activity name, client details step

As with new hub style workflows the generic first steps, (intro, activity name and client details) will be available in the PPS hub. These mimic the same functionality which could be expected from the likes of Income drawdown or Cashflow.

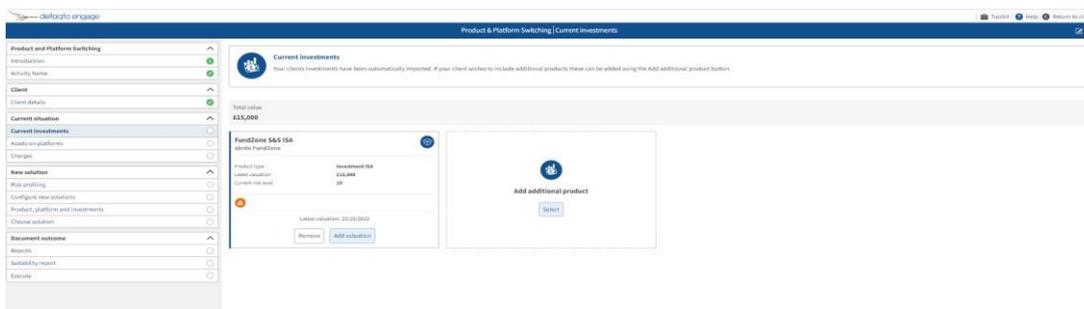
The introduction step will need to be configured with the user guides and videos.

Current investments

The first main step within the PPS workflow is to identify which products are being considered in the switch. If the products were selected when launching into the workflow, these will show here automatically and unless there is a missing valuation / out of date valuation / Portfolio missing, then the step will be completed. If any of the above has been flagged, then the adviser will be able to add a valuation within the PPS workflow. (See add valuation)

If a product wasn't selected on launch or the adviser wants to add another product, they can do this in the current investment step. The functionality follows other workflows, which allow the user to find a product that has previously created in the system.

Screen showing - A product selected in the current investment step:



Add additional products will only show the products that are valid for this workflow.

If the product being added is not currently in the system, the adviser is able to select 'Add existing product', which triggers the current workflow to manually add a product, which will get saved against the client and be available to add to the workflow. If the workflow was launched with products in a goal only other products in the same goal can be added.

At this point the adviser can choose to add products only for the switch. (See adding manual products)

The product types within the 'Add existing product' workflow have been restricted to only the product types supported in PPS. (Current ISA and GIA).

Upon selecting the product and saving, the product is added, and the step is marked complete.

Adding valuations / contribution via add valuation workflow (affects all of Engage)

Once a product has been added into the PPS activity, it forms the existing solution. It may be seen that a product can be added with a valuation out of date or with a 0 valuation. There is no restriction from adding products within these errors to the switch. However, a valuation must be added before the adviser is able to continue.

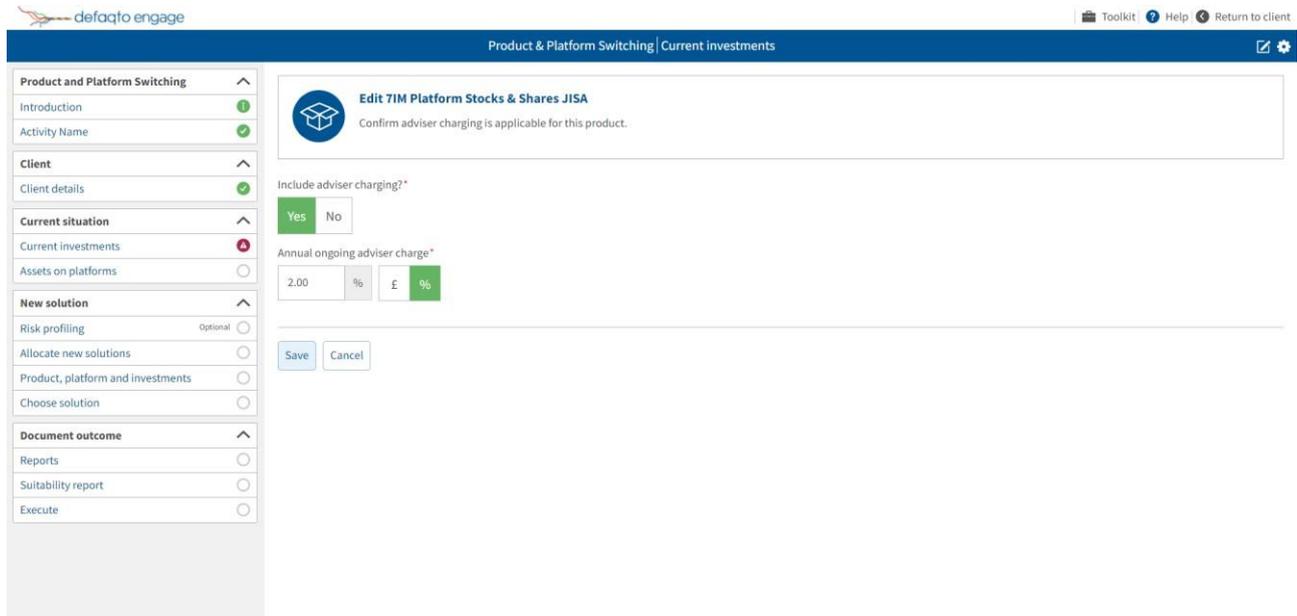
Adding a valuation to a product once it has been added to the PPS activity, can be done within the actions of the product card in current investment step.

This will trigger the current add valuation workflow which has been updated with the ability to add / update contributions to a particular product. This functionality is not limited to PPS and will be seen when updating valuations anywhere in the Engage.

If a contribution has been added to a product this will be saved against the holdings of the product and will be used when calculating the projected RIY figure.

Adding adviser charges to existing products

Another action against the product in the current investment step is the ability to override the default adviser charge for a specific existing product. The default adviser charge is set in the cog settings (see cog setting section for more details.) and is used for the new solutions. If the adviser is not advising the existing products or the product is a direct investment, they can override by selecting "Edit".



This gives the option to say No to adviser charge or populate the charge with an annual % or £ figure. The figure populated against the product will only be used to calculate that's products projected values, these are then all added together to work out the projected RIY for the whole solution.

Transfer values

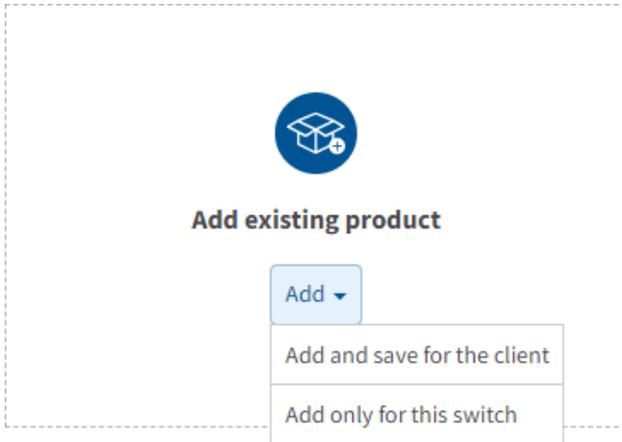
If an existing product or platform has a transfer out fee (Entered in Collect) then this will be deducted from the latest valuation and displayed on the card as a transfer value. The transfer value will be used to when allocating funds to new products.

Adding existing products from IO or xPlan

If the products selected for the switch are from an external application such as IO or xPlan, then they must be mapped to Engage products, platforms and funds before the switching session starts. The standard mapping wizard is used for this. Valuations cannot be added for integrated products.

Adding manual products

When adding an existing product, the adviser will have an option to add a product only for the purposes of the switching session that will not be saved in Engage. These are known as manual products.



After selecting 'Add only for this switch', the details of the product can be entered.

1 of 3

Add a new product

Please enter the details of the product including the transfer value.

Product type*

Please select ▼

- Investment ISA
- Junior Investment ISA
- Investment Lifetime ISA
- Unwrapped / GIA
- Onshore bond
- International bond
- Structured product
- Other s?*

Yes
No

Is the product subject to an advice charge?*

Yes
No

Next
Cancel

The product type, provider name, product name and current valuation must be entered. Ongoing contributions and adviser charges for the product can also be entered.

Product type*

Product provider*

Product name*

Latest valuation*

Include ongoing contributions?*

 Yes No

Contribution amount*

 Monthly
 Quarterly
 Half yearly
 Annually

Is the product subject to an advice charge?*

 Yes No

Annual ongoing charge*

 %
 %

Selecting next will allow platform details to be entered. These are optional.

2 of 3

New product platform information

Please enter the details of the platform for the new product.

Platform provider

Platform name

Adding charges

Selecting next from the platform screen will allow charges to be entered. Charges for the product, platform and investments can be added here. Both flat and tiered charges can be entered.

Multiple charges can be entered, and they can be percentage or pound amounts.

Product and platform charge details

Product and platform charge 1

Charge name *

Charge type *

An annual charge applied which can be either a percentage of the fund value or a flat charge regardless of the fund value.

Add VAT to the charge? *

 Yes No

Is the annual charge a percentage of the fund value (AER) or £ amount? *

 % £

 %

Minimum charge

Maximum charge

Where the charge is a percentage of the fund value the provider may apply a minimum charge or a maximum charge.

Add another charge

Both cumulative and non-cumulative tiered charges can be entered.

Charge type *

A tiered cumulative charge means that each portion of the balance experiences a different charge according to the tier it falls into.

Add VAT to the charge? *

 Yes No

Is the annual charge a percentage of the fund value (AER) or £ amount? *

 % £

Start balance	End balance	Percentage
£ <input type="text"/>	£ <input type="text"/>	<input type="text"/> %

+ Add tier

Investment charges are entered as a single value. There is no need to enter the portfolio details for a manual product.

Portfolio charges details

Total weighted investment charge*

This is the overall investment charge.

Once added to the current investments, manual products are identified by the label 'Switching only'.

Aviva Stocks and Shares ISA

Aviva

Product type	Investment ISA
Latest valuation	£25,000
Current risk level	-
Transfer value	£25,000
Contributions	£250 monthly
Adviser charge	0.25%

i Switching only

Latest valuation: 13/06/2023

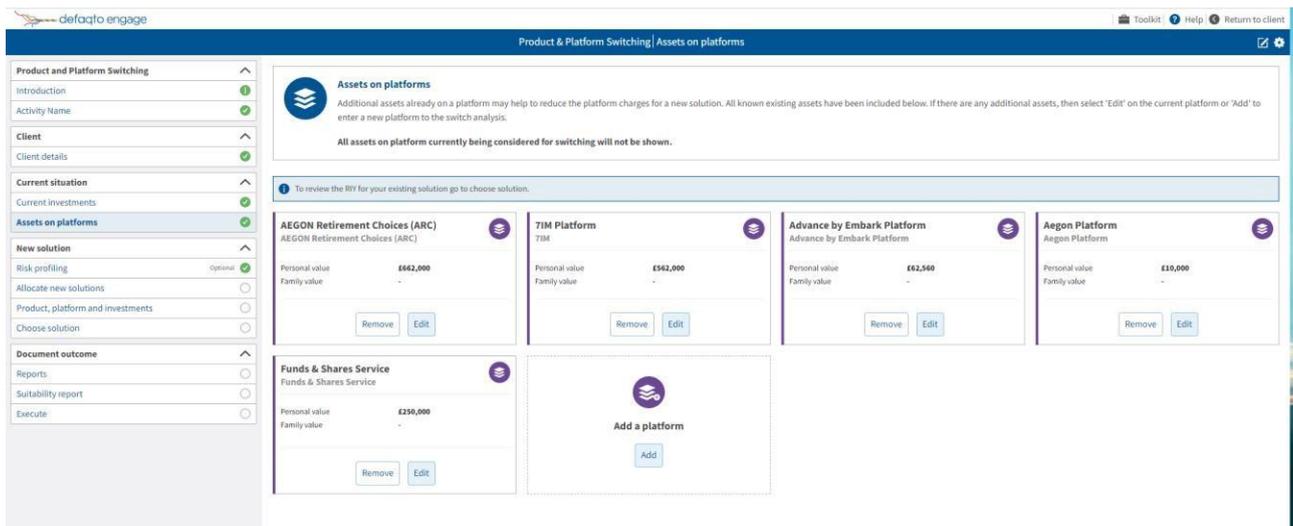
Actions ▾

The entered details can be changed by selecting Edit from the Actions button.

Assets on Platform

Like Pension switching, assets on platform is a step within the workflow that allows the adviser to consider any additional products and balances that are held on existing platforms that could be used to get a larger fund discount. Some providers offer a tiered charging structure which encourages more money on their platform to be charged a cheaper rate. Some of these providers identify the lower rate to use by using the total value of either the client’s personal assets held on the platform or sometimes by their family assets too, regardless of the products/wrappers they are in.

The assets on platform step automatically pulls in any values which are on a platform already in current position, which are not included in the switch. The adviser is able to amend these values, add family values or remove existing and add new platforms.

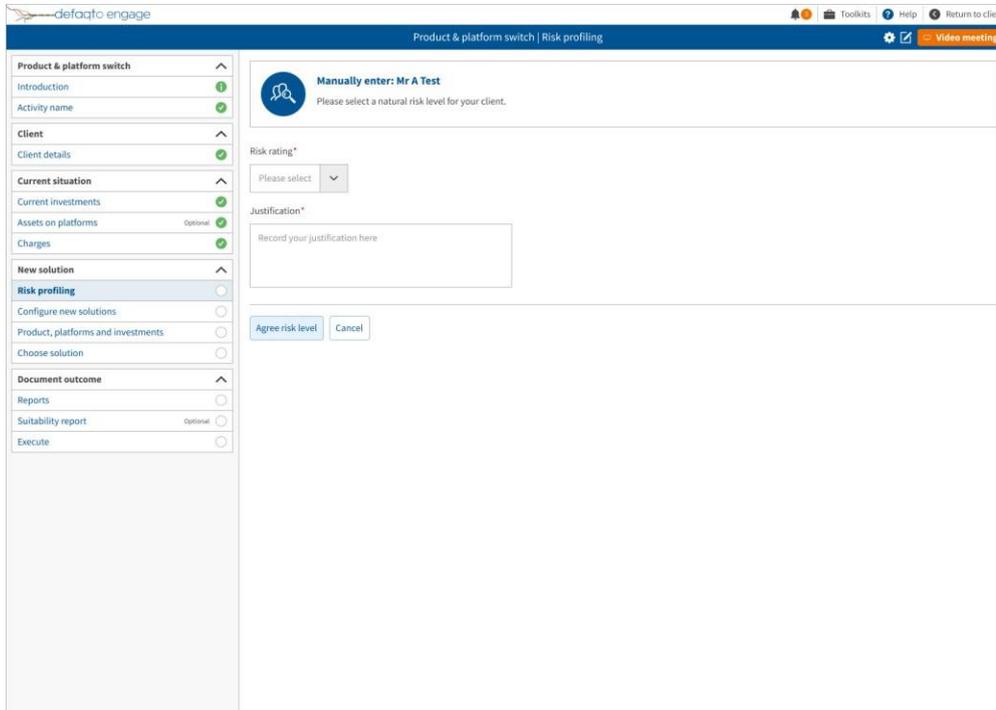


Triaging the switch based on the current RIY.

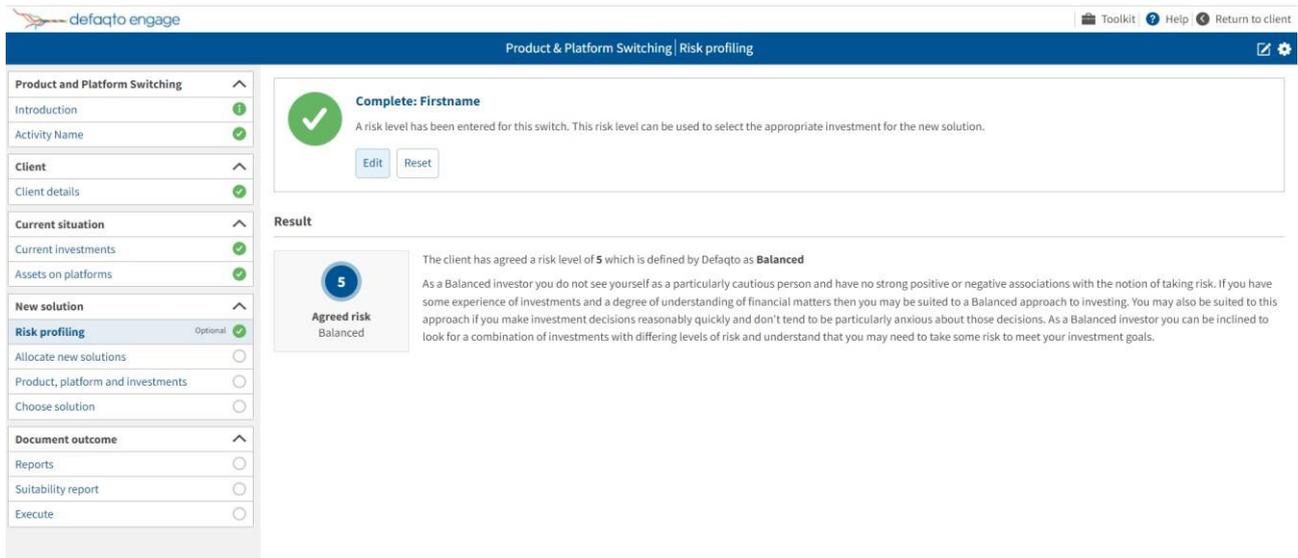
Once the assets on platform step is complete the adviser can do a sanity check on the current RIY, to consider if the client’s current situation is very competitive and whether it’s worth the adviser conducting the switch analysis. This can be seen by missing the next steps and jumping directly to ‘Choose solution’. Only the RIY for the existing solutions will be calculated. At this point the adviser can recommend to retain, add notes for not conducting the full switch and produce a report. Alternatively, the adviser can continue completing the previous incomplete switching steps to conduct a full analysis.

Risk profiling

Within the risk profiling setup, a manual risk level can be selected along with the justification of that level. As this is a manual level and no profiling can be conducted a goal is not created at the end of the switching process. This will be enhanced in later milestones.



The results and descriptions are shown when the level has been agreed.



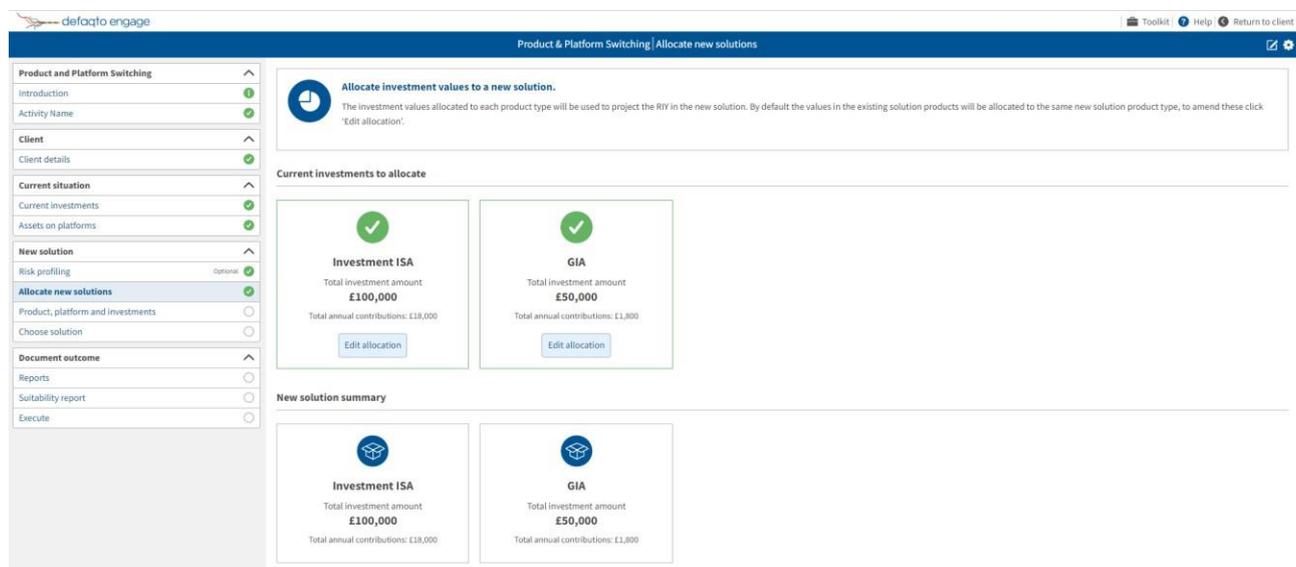
The risk profile step is optional so the adviser can skip this step if they are not using Defaqto's risk rated research filters.

Allocate new solutions.

Allocating to new solutions allows for an adviser to transfer money from existing product types into different supported product types. This could be used for topping up an ISA, etc. However, this is a onetime transaction at the beginning of the projection for the new solution. PPS does not support continuous top-ups or Bed and ISA projections.

By default, this step combines all the values from the client’s current investments of each product type and displays the total investment value. For each current investment product type there will be a corresponding new solution product type. Should the adviser not wish to make alterations to the allocation across the product types, no actions need to be taken, as the new solution ISA will be populated with 100% of the total of existing ISAs values and the same for the GIA. It is mandatory for the adviser to review the allocation before proceeding.

If manual products are added with other product types than ISA and GIA these will be included in as switching only products and will not be automatically allocated.



Upon clicking allocate on the current investment product type, the total value within the existing product displays at the top and how much of that value still needs to be allocated. To allocate, the adviser populates the portion of the existing products value which should be assigned to each the new solutions product types.

For example: An adviser has a client with £50,000 in a GIA and wants to top up £20,000 into the ISA. The default would be £50,000 in GIA, which the adviser would amend to £30,000 and put £20,000 against the ISA amount.

Allocate money from the GIA
The total investment amount and contributions need to be allocated to a new solution.

Investment to allocate	Contributions to allocate
£0 of £50,000	£0 of £1,800

Investment ISA

Investment amount*	Annual contribution amount*
£ 20,000.00	£ 0.00

GIA

Investment amount*	Annual contribution amount*
£ 30,000.00	£ 1,800.00

Save Cancel

Upon save the new solution summary will be updated with the new allocations. It is these values which will be used when projecting the new solution RIY.

Allocate investment values to a new solution.
The investment values allocated to each product type will be used to project the RIY in the new solution. By default the values in the existing solution products will be allocated to the same new solution product type, to amend these click 'Edit allocation'.

Current investments to allocate

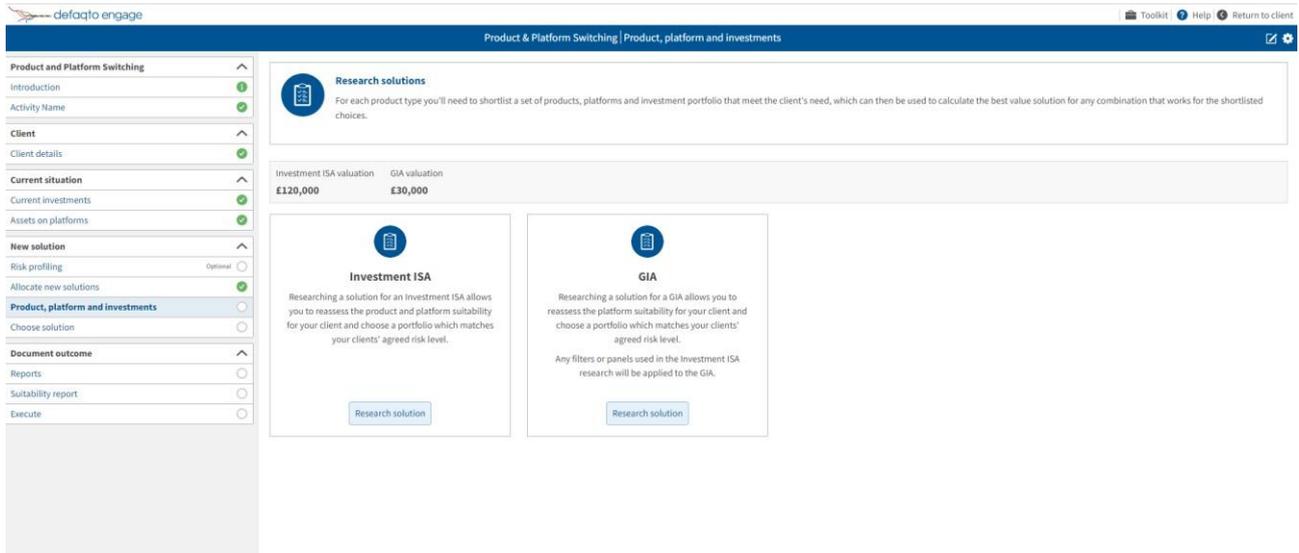
Product Type	Total investment amount	Total annual contributions
Investment ISA	£100,000	£0
GIA	£50,000	£1,800

New solution summary

Product Type	Total investment amount	Total annual contributions
Investment ISA	£120,000	£0
GIA	£30,000	£1,800

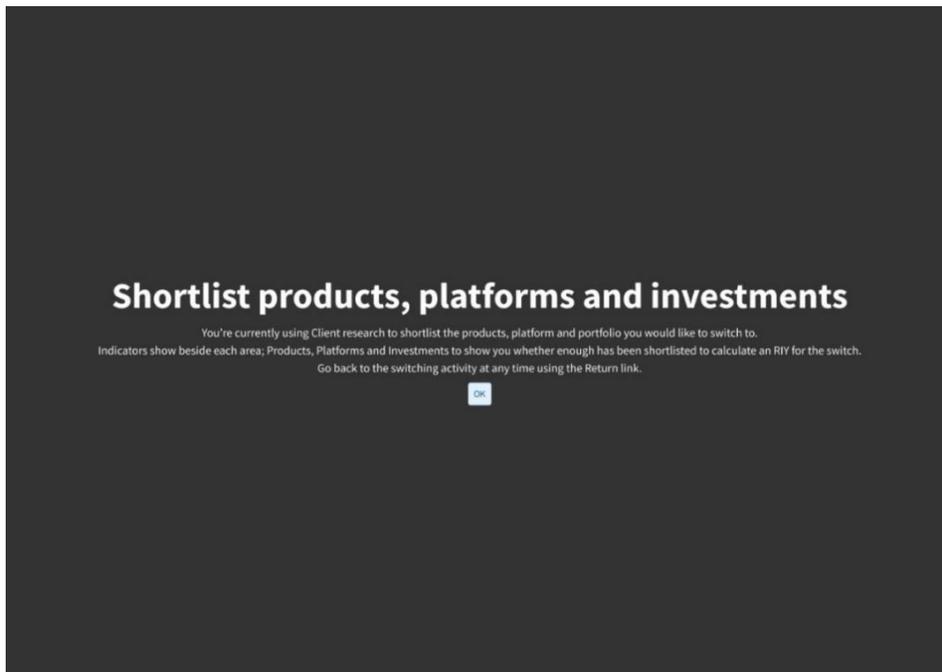
PPI step - Launch research

When the allocation of the new solutions has been completed the adviser is then able to research the new solutions. Each product type will have its own research assigned to it. The GIA research is linked to the ISA research by default. This means an adviser only needs to complete the ISA research first, and any panels, templates, filters or portfolios added to that research will automatically be linked the GIA research. In the case the adviser has a different portfolio or amend the filters etc applied to the GIA, they are able to edit the GIA research. Once the link has been broken the two pieces of research will remain separate for the whole switch session.



Client research

A help message will be seen the first time research is conducted by a user. To guide the user to creating a shortlist rather than recommending products like that may be used to in other workflows.



The research within the PPS hub is a 'switching style' research first introduced for pension switching, which instead of an adviser recommending a product, platform and portfolio, they will create a shortlist by applying the relevant filters and panels, then choose a portfolio which will form the basis of the solution available within the switch.

Client research > Products > Product & platform switching > Investment ISA > Mr A Test

Investment solution Portfolio Research

Filters 4 Sorting 0 Features 0 Show selected 0 Clear selected 0 Cumulative Asset allocation Performance Data compare Fund documents Top 10 holdings Add

131 PRODUCTS 52 PLATFORMS 308 INVESTMENTS

Showing 60 share classes / 16 funds risk rated using the Whole of market

Name	Panel Info	Inv. Type	OCF	3yr Quartile	Risk Controlled	Family Diamond	Fund Diamond	Fund Review	ESG Review	Fund Size (GBP)
Aberdeen Standard Fund Managers Ltd - GB00B5421X52 Show X alternative share classes	Add	ON PANEL	UT / OEIC	X.XX%						£XXX,XXX,XXX
Aberdeen Standard Fund Managers Ltd - GB00B5421X52 Show X alternative share classes	Add	ON PANEL	UT / OEIC	X.XX%						£XXX,XXX,XXX
Aberdeen Standard Fund Managers Ltd - GB00B5421X52 Show X alternative share classes	Add	ON PANEL	UT / OEIC	X.XX%						£XXX,XXX,XXX

Go to:

Showing 1 to 10 of 38 First < 1 2 3 4 > 10

Advisers can copy the holdings of their existing products to form the new portfolio. If a manual product has been entered the allocation of the funds will be adjusted to take into account the value of the manual product. This option is only available when researching manual funds. If the existing holdings include a mix of funds and DFM MPS then only the funds will be copied.

The product and investment aspects appear with a green tick when the research has been filtered correctly and the adviser will be able to return to the switch by using the button at the top, or return to switch from the investment page.

Client Research > Products > Product & platform switching > Investment ISA > Mrs Firstname Hope

Investment Solution Portfolio Research

2 PRODUCTS 1 PLATFORMS 702 INVESTMENTS

Portfolio chosen
You have successfully chosen your investment. You can now edit your selection, continue to shortlist products and platforms or return back to switching.
[Edit selection](#)

Next steps

Return to switching

Return to switching where your shortlists and investment portfolio will be used to determine the best value solution

[Return](#)

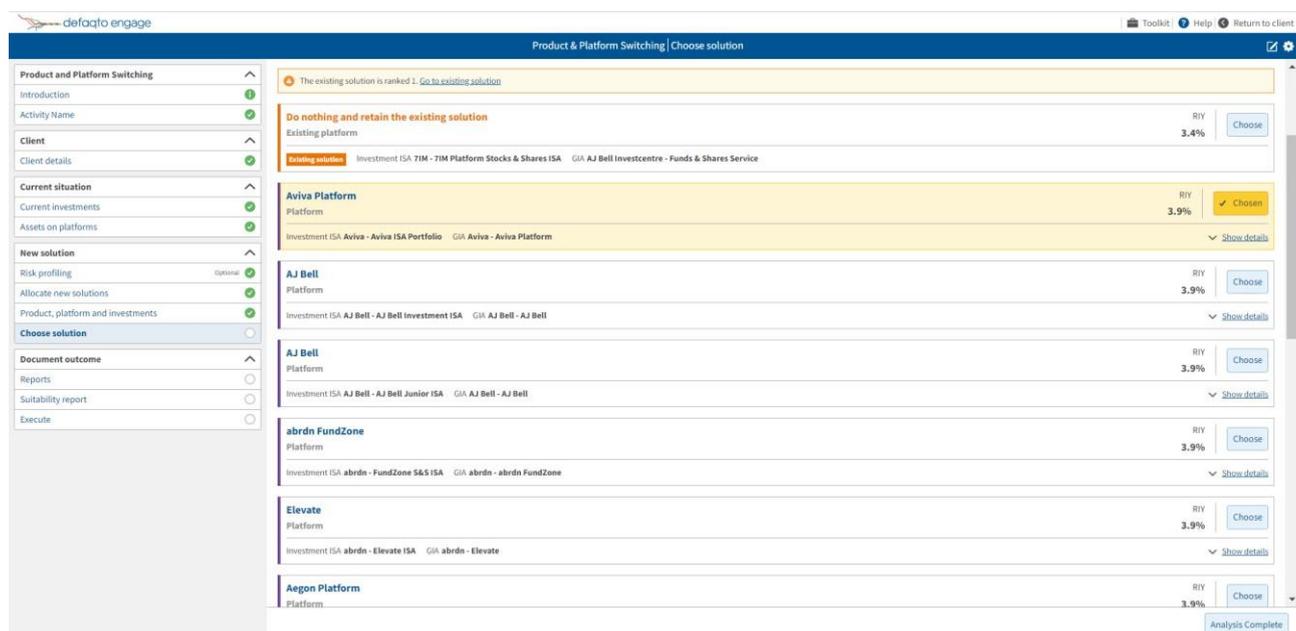
Choose solutions.

It is within the 'Choose solution' step where the adviser will be able to see the combination of the shortlisted products, platforms and portfolio that are available for them to recommend. The linking of these solutions is done at fund level. This means if a product or platform is available to a fund via a different share class than the selected one, the solution will still show.

All solutions that are available will be displayed with an RIY calculated next to it. This is the reduction in yield figure for the combined solution, which will only display if all the products are linked to the same platform. The adviser can choose the best solution, ranked by RIY, and includes the charges of the product, platform and investments. In specie transfer cost have not been considered within the RIY calc, meaning the assumption is that the adviser will be conducting a cash transfer. Selling and rebuying the funds with the new provider.

If the adviser has other platforms within the assets on platform step, the values of these assets will be included in the RIY calculations, where discounts can be applied this will automatically be reflected in the displayed RIY. This is also true for a multi-product solution, when calculating the projected balance for one product, the balance of a secondary product will be included when picking the correct fee to apply.

The adviser is able illustrate the impact the advising charging has on the total RIY, by toggling to include or exclude from the calculation. Especially useful if existing products doesn't have an adviser cost associated to it, to complete a like for like comparison. (This is a regulatory requirement in Pension switching that was deemed useful to include in PPS.)



The screenshot displays the 'Product & Platform Switching | Choose solution' interface. The main content area shows a list of solutions with their respective RIY values and 'Choose' buttons. The 'Aviva Platform' solution is highlighted in yellow and marked as 'Chosen'. Other solutions include 'AJ Bell' and 'abrdn FundZone'. A 'Show details' link is visible for each solution. The interface also includes a sidebar with navigation options and a top navigation bar with 'Toolkit', 'Help', and 'Return to client' links.

Solution Name	RIY	Status
Existing platform	3.4%	Choose
Aviva Platform	3.9%	Chosen
AJ Bell	3.9%	Choose
AJ Bell	3.9%	Choose
abrdn FundZone	3.9%	Choose
Elevate	3.9%	Choose
Aegon Platform	3.9%	Choose

The show details option allows the adviser to drill down on the specific portfolio that has been used in each solution as well as seeing the breakdown of the effect of the costs and contributions, year by year.

The screenshot shows the 'Choose solution' step in the 'Product & Platform Switching' process. The interface includes a sidebar with navigation options like 'Introduction', 'Client', 'Current situation', 'New solution', and 'Document outcome'. The main content area displays a comparison of solutions. At the top, it states 'The existing solution is ranked 1' with a link to 'Go to existing solution'. Below this, there are sections for 'Do nothing and retain the existing solution' (RIY 3.4%) and 'Aviva Platform' (RIY 3.9%). A table titled 'Projected values' shows investment growth over five years. Below the table, there are sections for 'Investment ISA solution' and 'GIA solution', each with a table of fund details including Name, ISIN, and Allocation %.

Existing solutions

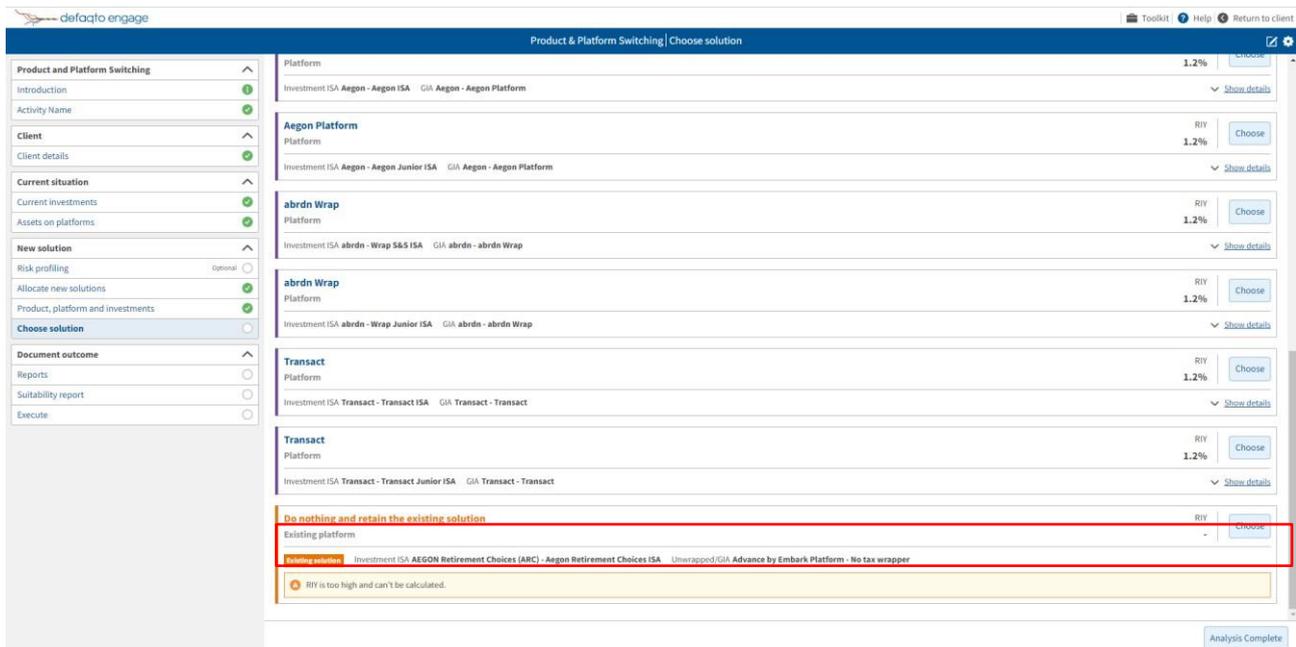
As well viewing the new solutions available within the 'Choose solution' step there will also be the existing solutions with calculated RIY. This gives the adviser to view of where the existing solution is ranked against its competitors.

This screen is showing the RIY of the existing solution with the hyper link at the top to direct the user to see the existing solution position if it is not at the top of the list.

This screenshot shows the 'Choose solution' screen with a list of solutions. A red box highlights a note: 'Showing results using the assigned investment amount for each product type (new investment amount), a growth rate of [growth rate] and over a term of [term]'. The list includes several 'AJ Bell Investcentre - Funds & Shares Service' options, each with a 'Choose' button and a 'Show details' link. The 'Do nothing and retain the existing solution' option is also visible. The interface includes a sidebar with navigation options and a top navigation bar with 'Video meeting' and 'Return to client' links.

Error handling on the existing product

Unlike Pension switching where the existing solution is input by the adviser including the cost or the maturity values. Product and platform switching will use the new business rates that are within Collect. Should there be any problem with the input charges, of the product, platform or funds that results the RIY not being able to calculate, the RIY will not display with a warning to the adviser. They will be able to progress the switch, without an RIY for the existing product, however it is likely that the adviser will call for this to be investigated.



New solutions should not appear in the list if they have similar costing issues associated with them, which is consistent with the behaviour of Pension switching.

Hub settings

The adviser can amend the term and the growth rates that are being used in the projection. These are defaulted to the COBs suggested projection rates, for low, med and high. The adviser can choose whether of the 3 rates they want to base the comparison on screen, as well as setting the

values in each. All 3 rates will appear in the switch report comparison table.

Settings

Term*

Reduction in yield

Growth rates are assumed to be in real terms, i.e. they have been reduced to take into account the effect of inflation. No income tax has been deducted.

Growth rates

Low* Medium* High*

% <input type="text" value="0"/>	% <input type="text" value="2.94"/>	% <input type="text" value="5.88"/>
----------------------------------	-------------------------------------	-------------------------------------

The defaulted inflation adjusted growths rate are:-
 Low: 0%, Medium: 2.94% and High: 5.88%.

Selected growth rate*

Adviser charging

Initial charge*
 % %

Annual ongoing charge*
 % %

As mentioned within the 'Current Investment' section, the PPS hub has defaulted adviser cost. These are defined within research manager similarly to pension switching, and can also be overwritten on a cases basis.

defaqto engage
Return to Dashboard Help Logout

Panels Templates Nodal Portfolios Report management Investment Projection Graphs Integration Export Advice Fees

Default advice fees - Pension Switching

Enter your standard advice fees. Fees can be amended for each piece of research but will be defaulted to the values entered below.

Initial charge
 %

Ongoing charge
 %

Users can edit

Default advice fees - Product and Platform Switching

Enter your standard advice fees. Fees can be amended for each piece of research but will be defaulted to the values entered below.

Initial charge
 %

Ongoing charge
 %

Users can edit

Notes

Throughout the switch process an adviser is able to add notes regarding the existing solution, any research conducted and justification regarding the switch. This is done using the notes icon on the top right of the hub.

Notes

Existing solution ▼

New solution ▲

Investment selection
Document why the selected investment was chosen for the new solution.

Record your justification here

Product research
Document any discussions or considerations relating to the shortlisting of products.

Record your justification here

Platform research
Document any discussions or considerations relating to the shortlisting of platforms.

Record your justification here

Recommendation to switch or remain
Document any discussions or important points that support the recommendation.

Record your justification here

Close
Save

Report step

The report step has been used in the hub-based workflows within Engage. Once a solution has been chosen this step will contain the research report, switch report. Other supporting documents will follow in further milestones.

The reports table has been updated to match the format of Cashflow, there are now 3 columns (instead of 4 previously), the name contains a short description under the report name, which provides the research type, and the research type column has been removed.

Fund documents are made available to download [here](#).

- Product and Platform Switching 
 - Introduction 
 - Activity Name 
- Client 
 - Client details 
- Current situation 
 - Current investments 
 - Assets on platforms 
 - Charges 
- New solution 
 - Risk profiling 
 - Configure new solutions 
 - Product, platform and investments 
 - Choose solution 
- Document outcome 
 - Reports 
 - Suitability report 
 - Execute 



Reports

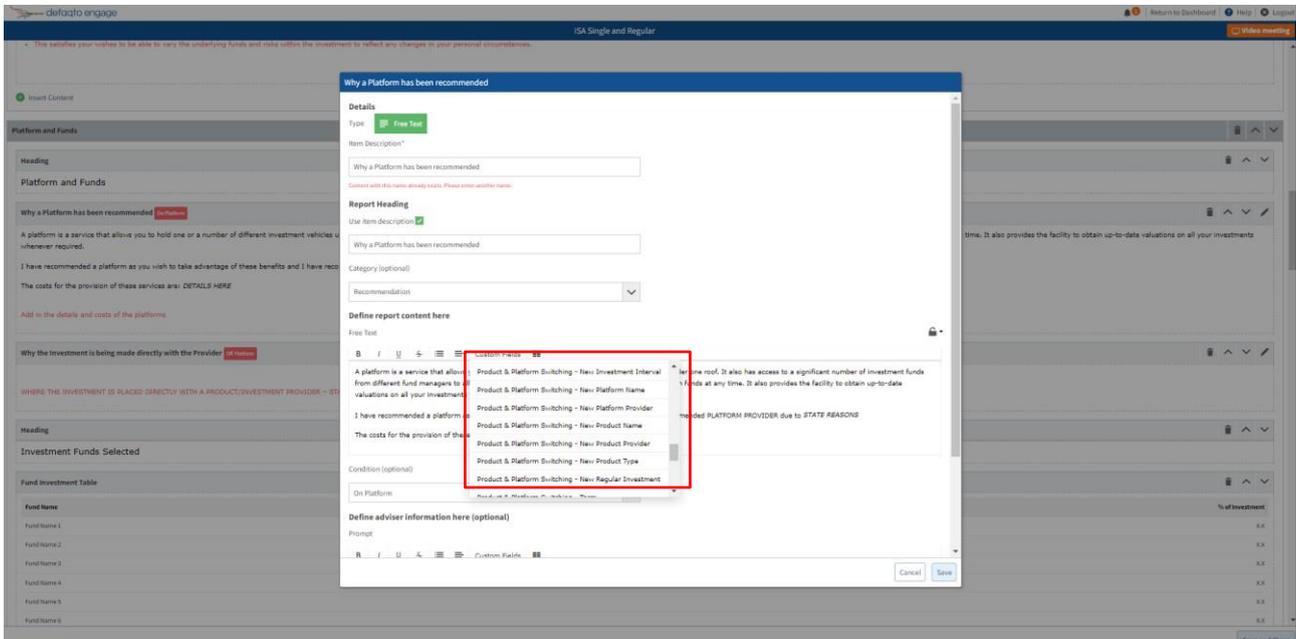
The reports that have been generated within the switching workflow can be downloaded below. To edit these reports, review the Products, platforms and investments step.

Name	Date created	Action
Product Platform Switching Report - 19-10-2022 09-08.docx Lorem ipsum dolor sit amet	19/10/2022	Download
Research report 19-10-2022 09-08.doc Investment ISA recommendation and investments selection	19/10/2022	Download

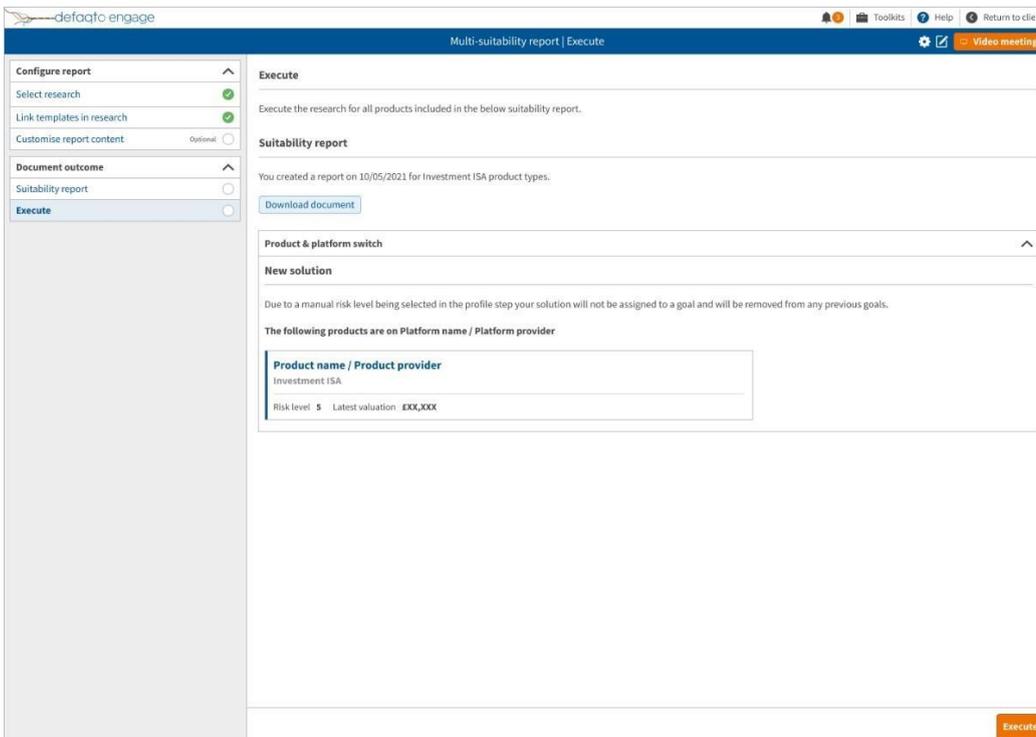
Suitability report

The suitability report is an optional step which can be switched off at the licence. This step is consistent with the report creation as other workflows.

New suitability tags have been added to the templates which have been prefixed with Product and platform switching. Pre-defined tables for the existing solution and charges have also been created.



Once a report has been created the adviser can execute the switch. Execution from the suitability hub will appear very similar to that of the PPS hub. And when "finish" is clicked the same execution process will occur. (See execution)

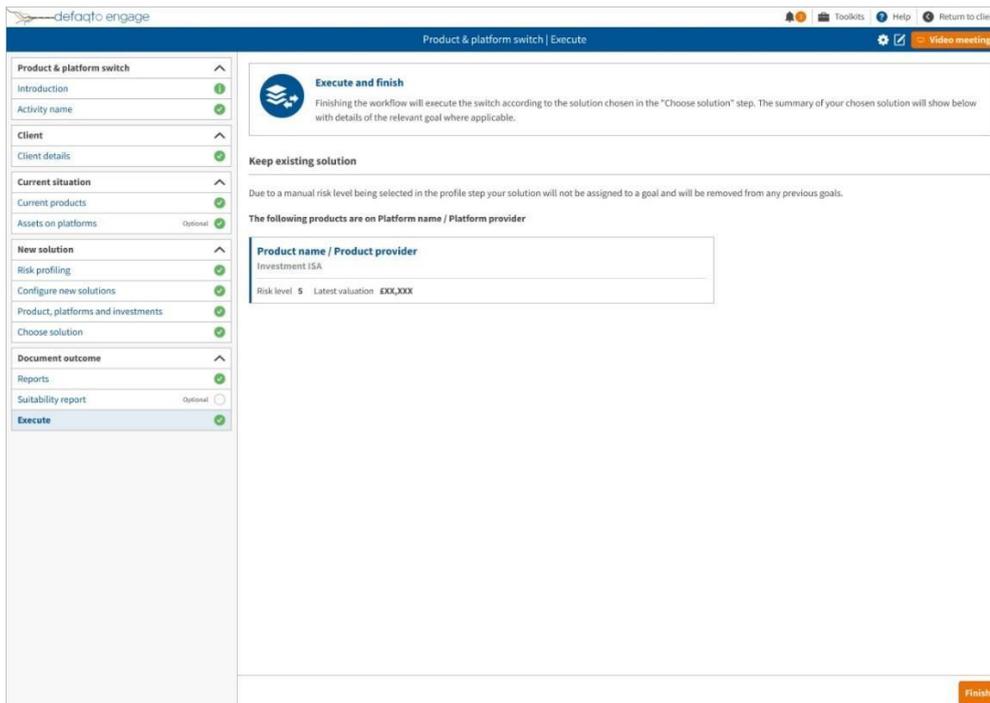


Execution

The execute step is a summary of the solution that was chosen within the choose solution step. It will give details of the product, and platform as well as inform the adviser whether any products will be moving out of goals.

There are three outcomes from a product and platform switch:

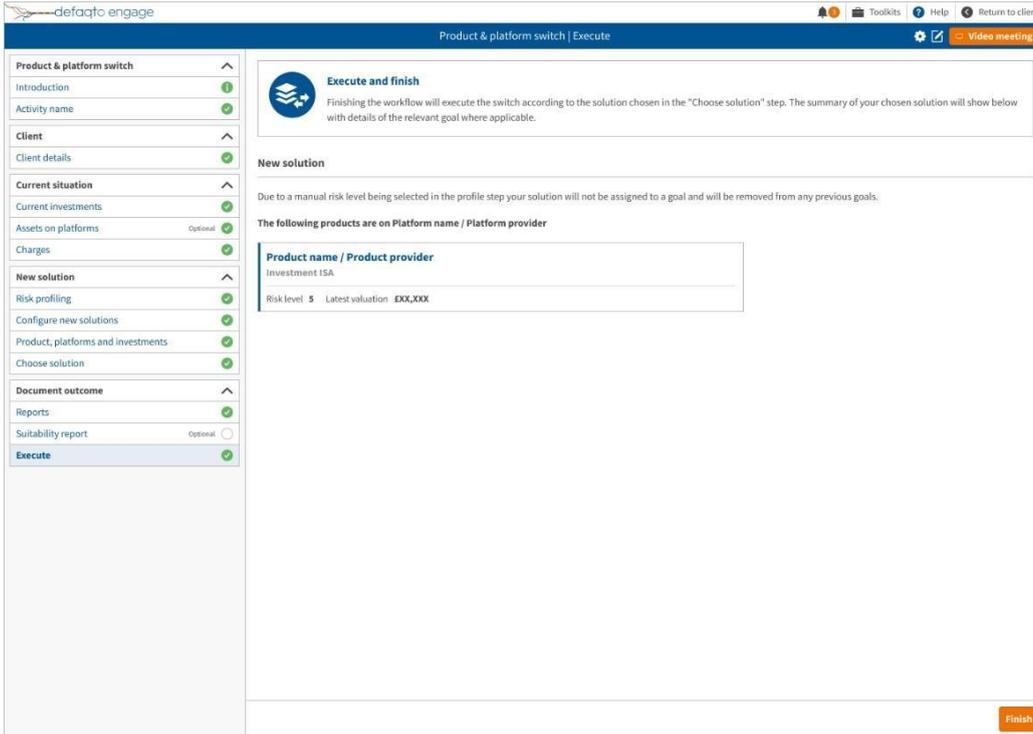
1. The option to retain the existing solution after conducting research, which upon clicking finish will record the activity of the switch but keep the products as they were prior to the switch as below.



2. The option to retain the existing solution without conducting research, which upon clicking finish will record the activity of the switch but keep the products as they were prior to the switch as below (same as option 1 but a less detailed report is added to the timeline).
3. Switch the product into a new solution, the summary will also be given within the execute step. The manual risk route means no goals will be created and upon finish the existing solution will be moved from the current positions and the new products will take their place.

Manual and integrated products

- If a manual product is retained, then it will not be saved in Engage or sent to an integrator. A message will appear to advise that the report should be downloaded before execution.
- The new products, research reports, switching report and suitability report will be sent to IO.
- Only the reports will be sent to xPlan.



Deleting in progress activity when adding a product to the PPS workflow

To ensure there is not a conflict when executing out of date products. If a product is added to PPS with a in progress activity the adviser will have to delete to activity to process with the switch. This is consistent with the likes of IDD and Pension switching.

