



Elevate due diligence

Supporting the delivery
of quality advice

abrndn.com

Selecting the right platform solution to support your business can be a complex and time-consuming process.

That's why we've produced this comprehensive, easy-to-follow due diligence guide to our Elevate platform solution.

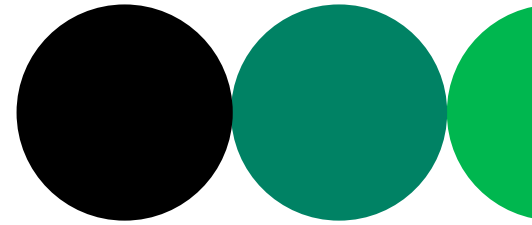
This guide takes you through the key due diligence questions you need to ask and the answers you need to know.

The information here will help to enable you to select the right platform that will not only add more value to your business but more value to your client relationships too.

So take a look through this due diligence guide to find out how Elevate can support you to deliver quality advice to your clients.



Introduction



Due diligence

The Financial Conduct Authority (FCA) is placing more focus on due diligence than ever before. Which means, assessing a platform's suitability involves much more scrutiny. The pressure to get things right is huge.

The FCA is very clear. Responsibility for this sits firmly at your door.

As part of your platform selection process, we thought we'd make things simpler for you.

Choosing the right platform

Making the right platform choice is one of the key decisions you'll make as a business.

It's imperative, therefore, that you have all the facts in front of you.

In this guide, we've set out a series of questions based on the FCA's main considerations, to help you decide.

Elevate overview

Elevate is designed to support the large range of planning, tax and investment management activities carried out within your business.

Elevate is a financially secure platform. It offers exceptional value for money for your clients.

Elevate supports advisers that are looking for a secure, flexible and great value proposition to deliver financial planning solutions to affluent and high net worth clients.

Working closer together

Based on our experience of working successfully with over 2,600 adviser firms on our platform solutions, there's one thing we can assure you of.

We can forge a close working relationship with you. Helping you make an informed choice on what's right for your business. You'll be thinking about how the platform will support your existing client service, not to mention your investment proposition.

We've built Elevate with an eye firmly on the future. It's flexible and regularly developed, so we can add new features and improve existing ones.



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Remember, this guide isn't an exhaustive list of what you should be looking at in your due diligence.

Certainly, as you work through the ten sections, you'll probably start to think of other topics that are important to you and your clients.

If you need more help, we're here.

Information correct as at June 2024 unless otherwise stated.

For more information, please speak to your usual abrdn contact to find out how Elevate can support your business and help you to meet your clients' needs.

If you're new to abrdn or unsure who your aligned contact is, get in touch with our Business Development team.

Email: business.development@abrdn.com



1. The provider

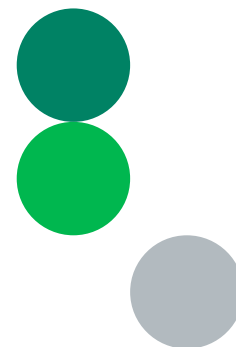
As an adviser, you need to be confident the platforms you use can support your business. Both today and in the future.

Our commitment and our experience should give you the reassurance you need.

We operate a service model that puts your clients at the heart of everything we do.



1. The provider



1.1 Who's the provider?

Elevate Portfolio Services Limited – which trades as Elevate – is a wholly owned subsidiary of abrdn plc (SC286832).

The group continues to invest a significant amount in Elevate to support regulatory, legislative and propositional developments. abrdn plc continues to support a vibrant adviser market in the UK with ongoing investment in platform development including delivering a range of enhancements to support your centralised investment and retirement propositions.

1.2 Who are the directors?

Please see the **Board of directors**.

1.3 Are you currently making a profit?

The group made an adjusted operating profit of £128m in H1 2024.¹

1.4 What support and expertise are there to help develop my platform proposition?

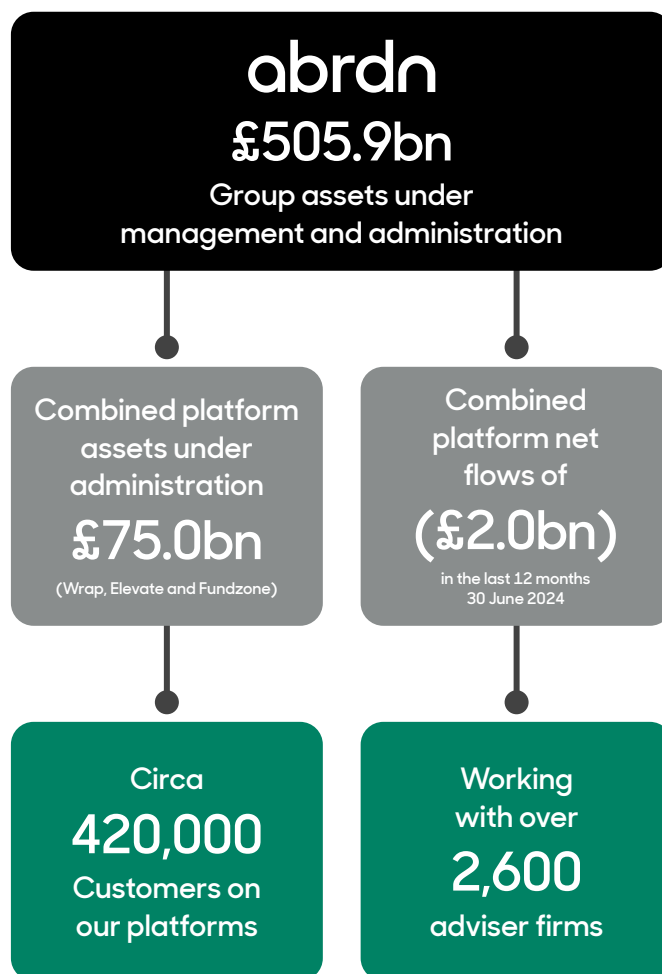
Your feedback helps drive key enhancements to our platform solution, shaping developments that are important to you, improving the service you offer your clients.

Elevate is more than a technology solution. It offers a range of tools and services designed to support you in running your business more effectively, improving the service you can offer your clients and help to build long-term value in your business.

We've also a number of development phases over the coming years to help ensure Elevate can meet your changing needs.

1.5 How financially secure is your platform solution?

Elevate Portfolio Services Limited is part of abrdn group, which comprises abrdn plc and its subsidiaries. Elevate Portfolio Services Limited is registered in England (01128611) at 280 Bishopsgate, London EC2M 4AG and is authorised and regulated by the Financial Conduct Authority.



Figures as at 30 June 2024.

¹ Adjusted operating profit has replaced adjusted profit before tax as our key alternative performance measured and is how our results are measured and reported internally.

1.6 What ratings do you currently have?

| Agency | Legal Entity | Rating | Last reviewed |
|--------|--------------------------------|--------|---------------|
| AKG | Elevate Portfolio Services Ltd | 'A' | August 2024 |

1.7 How would you describe your service reputation?

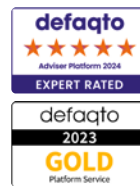
The commitment to customer service and the reputation developed and maintained by the company sets us apart from our competitors. We believe it's important to offer a range of service options for clients. We offer support to enable you to give your clients a great experience.

We believe our service reputation can best be demonstrated through the number of ratings and awards we've received:



Adviser Asset

- Platinum Award 2019-2024



Defaqto

- Gold for platform service 2018-2023
- Five star for platforms 2018-2024

Our capabilities



abrdn Elevate figures as at 31 December 2023.

1.8 How would you describe the scalability of your platform solution?

Our platform solution has a demonstrable track record in scalability. Since launch, growth has been rapid. Our platform solutions are currently used by over 2,600 adviser firms to support around 420,000 individual clients.

As a result of the platform growth, and with the support of a profitable parent company, abrdn plc can continually invest in the platform solution business demonstrating commitment and ongoing sustainability.

With Elevate's efficient and automated business model and straight-through processing, most processes don't need manual intervention. For those processes that do, we aim to provide superior levels of service with the capability to rapidly scale up, if needed.

Aside from the day-to-day requirements of handling large volumes of trades or managing corporate actions, the protection of client money and the efficient allocation of capital are all prerequisites for a well-run and sustainable platform.

1.9 Is your platform proposition the core business for the owners of the platform?

The platform solution business delivers significant benefits to abrdn plc as the primary method for reaching UK advisers and their clients with significant assets to invest and who have a need for sophisticated products. This segment can only be served with high-quality advice, making supporting advisers and their clients through the development of our platform propositions critical to the ongoing success of the UK business.

1.10 Are you subject to regulatory assessments?

abrdn enjoys an excellent, collaborative working relationship with the FCA and Prudential Regulation Authority (PRA). As an organisation of our size and prominence in the market, we are kept under close and continuous engagement by both regulators. This engagement includes regular visits, thematic reviews, data requests and assessments.

1.11 Do you own your own platform technology?

Elevate utilises a number of technology components. These components are provided by abrdn and FNZ (UK) Ltd.

Much of the platform technology is owned by the FNZ (UK) Ltd, but abrdn has intellectual property rights on certain platform functionalities specifically in place for abrdn's clients and customers.

The combination of FNZ's leading platform technology and abrdn's in-house expertise provides agility, scalability and stability. In 2020 we entered into a new, 10-year relationship with FNZ, moving away from a one-year rolling agreement. The new agreement offers access to a wider range of technology and services that could benefit clients and customers. We will leverage some of these new benefits through our planned programme of enhancements.

1.12 What third-party due diligence is in place?

We carry out extensive due diligence on all our key third-party suppliers and providers, such as fund groups and discretionary managers, to ensure they've robust systems and controls in place. This process applies to both new suppliers and on an on-going basis.

New providers

Our approach to due diligence investigations spans all relevant aspects of the past, present, and predictable future of the supplier's business and is conducted using a risk-based approach. The intensity of due diligence required in selecting or retaining a supplier is proportionate to the identified risk.

On-going due diligence

On-going due diligence ensures that any previous area of concern has been addressed and that continuous assurance of the supplier is obtained. This is completed at intervals, determined by the supplier's contract duration, but with a minimum of an annual review.

1.13 What are your business continuity and disaster recovery plans?

abrdn plc's Business Continuity Programme is aligned with standards, industry best practice and the regulation governing our operations. In addition, our Business Continuity Management System is accredited to the global standard ISO 22301:2012.

The objective of our Policy and embedded approach to Business Continuity (BC) is to protect our client and corporate assets. We achieve this through our BC Programme.

The BC Programme is sponsored by the Chief Executive with direct reporting to a member of the Executive Leadership Team and Enterprise Risk Management Committee. Our BC Programme is actively managed and reviewed in line with relevant factors in our internal and external environment.

Each programme activity has a senior manager responsible for the strategy, delivery and review. Responsibilities are delivered in accordance with the Enterprise Risk Management Framework. This is assured through:

- Policy
- Control Self-Assessment
- Internal and External Audit
- Regulator review
- Internal and Supply Chain Due Diligence

We've got a well embedded approach to Business Continuity, Incident Management and Disaster Recovery. Including clear accountability for implementation, maintenance, testing, rehearsing, and monitoring. This assures our capability to maintain business operations in the event of an incident.

The same approach is used to review and manage our supply chain.

We've also got full data backup and recovery processes in place to facilitate both data recovery and a full disaster recovery. Along with the Primary Data Centre, we've a Secondary Data Centre.

Our secondary site is a fully functional data centre with sufficient systems and processing capacity to support all business-critical services.

Should a major incident occur, the recovery processes ensure that critical services (including key elements of the platform service) can ordinarily be restored and active at the Secondary Data Centre within 24 hours.

The Primary Data Centre and Secondary Data Centre mirror data from all critical systems and platforms. This provides recovery as at the last backup for critical business services.

IT Service Operations who own, manage and govern the Disaster Recovery Process are accredited by the ISO20000 IT Service Management standard, which is still current.

1.14 How do you ensure data and system security?

The relationships we have with our customers, clients and financial adviser community are our most valuable assets. The security of your information is always of paramount importance to us. We will always act in your best interests, making robust risk decisions that protect you and your clients.

Like all financial services companies, we operate in a challenging, constantly evolving cyber-crime environment. We have a strong commitment to our security and IT capabilities, including long-term security programmes, partnerships with third party specialists and a dedicated internal IT function.

These are designed to protect our customer assets and information from misuse, the effects of crime and the impact of a significant disruption to our operations. We adopt a defence-in-depth approach to cyber security whereby we utilise layers of controls across a breadth of security domains, in order to protect both our perimeter and our internal assets.

Any personal data collected, recorded or used in any way, whether on paper, online or any other media, will be processed in line with our obligations as published in our Privacy Policy. We'll ensure that appropriate safeguards are applied to ensure compliance with the relevant data protection regulation/legislation.

Security controls and practices

Various controls and practices are used to secure the services provided by abrdn.

These include:

- Strong authentication mechanisms to manage access to the platform.
- Multiple firewalls to monitor and control traffic in and out of abrdn and third party/FNZ infrastructure.
- A Virtual Private Network (VPN) to ensure the secure transmission of data between us and FNZ.
- Monitoring of our secure network to detect possible intrusions.
- Dedicated Cyber Intelligence, Cyber Response and Financial Crime teams to effectively deal with emerging cyber threats and criminal campaigns. Our response plans are tested regularly.
- Regular internal and external penetration testing and vulnerability assessment is carried out on both abrdn and FNZ.
- Digital certificates to verify each branded platform as a trusted website.
- Mandatory training for all of our staff (permanent and contract) to ensure they're aware of their responsibilities around the protection and security of personal/sensitive data.

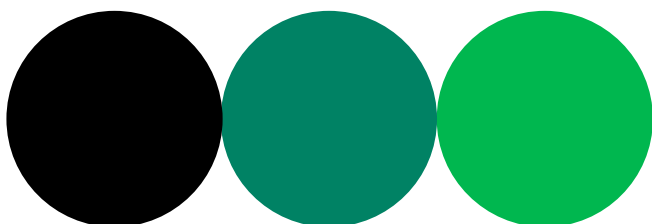
1.15 Where can I access Elevate's privacy notice?

abrdn plc is committed to protecting your client's personal information.

This Privacy Notice applies to Standard Life Savings Ltd and Elevate Portfolio Services; both part of abrdn plc (a global asset management company offering active wealth management, financial planning and advice services).

This Privacy Notice contains important information about what personal details we collect; what we do with that information; who we may share it with and why; and your choices and rights when it comes to the personal information you have given us.

Please see our **Privacy Notice**.



Governance

1.15 How do you keep up to date with regulatory changes?

Our platform solution is fully compliant with all current regulations. We have a robust end-to-end Regulatory Change management process which allows us to keep ahead of all Regulatory Change, understand what this means for our customers, advisers and our platforms and ensures we deliver compliant, efficient solutions for our customers and advisers on time.

Last year we delivered the following key changes:

- Tax Year End changes
- Climate Related Disclosures
- Consumer Duty – open products
- Statutory Money Purchase Illustration Changes
- Competition in non-workplace pensions

We are currently working on the following to ensure a compliant, timely implementation this year:

- Consumer Duty – closed products
- Sustainability Disclosure Requirements and investment labels
- Abolition of Lifetime Allowance

We continue to track and assess all other up and coming regulatory change including: UK funds regime review,

Pensions Dashboards, Value for Money DC Pensions and Advice Guidance Boundary Review, to understand how the proposed rules may affect our customers, advisers and platforms and to allow us to define and schedule the changes we need to make to achieve compliance in a timely manner.

Disclosure of costs and an annual statement of costs

Our Charges Information Document (CID) is produced pre-sale/post-sale and annually via statements and provides all required costs and charges information.

Please find our **guide** including an example of our Charges Information Document (CID)

1.16 What have you done to ensure you are GDPR compliant?

As you'll be aware, EU GDPR came into force in May 2018. As one of the biggest changes to UK data privacy law, we want to make sure you and your clients know what we're doing.

We continue to manage all data responsibly. And in line with the new regulations, we reviewed our data processing approach, updated our Privacy Policy and refreshed the communications plan for your clients.

Have a read of our updated **Privacy Policy**, it tells you how, where and why we'll use your clients' information.

1.17 Banking Partners

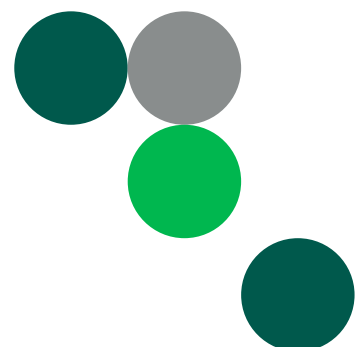
The main external banking partners for the Elevate platform are:

- Royal Bank of Scotland (RBS)
- Royal Bank of Scotland International (RBSI)
- Bank of Scotland (BoS)
- Cater Allen
- Lloyds Bank

1.18 Are you a member of STAR

Yes, abrdn is a member of STAR.

STAR is the cross-industry initiative, galvanising and driving market participants to define and shape recognised, industry-wide standards to promote good practice in transfers.



1.19 Consumer Duty and support for you

Practical support

To help you to understand your firm's obligations under the Consumer Duty we've created practical guidance:

Consumer Duty | abrdrn.

Product and service outcome

You need to ensure that the products and services you use meet the needs, characteristics, and objectives of clients in the identified target market. Our platform is designed to be flexible to meet the needs of all your target markets, with our wide range of investments and tax wrappers. This ability helps to drive operational efficiencies within your firm and supports you to deliver good outcomes for your clients.

Statement of target markets

Regarding your relationship with abrdrn as the provider of Elevate, as the advice firm you are the distributor as you advise on, recommend, and arrange for the client the platform services and the funds and DFMs, abrdrn distributes via Elevate. abrdrn are the manufacturer in the distribution chain of the platform services as we create, issue and manage that service.

As the manufacturer, we have made our **statements of target markets** available. These can be used by you to complete your own obligations under the duty in relation to the product and service outcomes as part of your overall assessment.

Price and value outcome – our assessments

The Price and value outcome is about ensuring clients get 'fair value' – the amount a client pays for a product or service must be 'reasonable' when compared with the benefits the product or service offers. While price is important, considering value is core as it's why the client has taken the product or service.

We offer a comprehensive and flexible wealth management solution with family linking, pre-funding, and discounted share classes.

As a platform provider, we'll confirm at least once a year that the products we manufacture or distribute provide fair value to the customer. Please note we can only confirm on products we distribute if the information is available.

We've carried out an **assessment for Elevate**. Following this assessment, we can confirm abrdrn Elevate provides fair value for your clients.

We have provided detail on how we carried out these assessments so you can meet your obligations.

Where Fund managers and DFMs have provided us with a link to their published Consumer Duty material we also make this available.

Consumer understanding outcome

In order to deliver the best likelihood of consumer understanding we need to work together with you as your clients advisers. As a result we will always copy you in on any correspondence we make to your clients and wherever possible give you advance notice with explanatory notes on why.

We test our customer literature with a consultancy firm, Wisdom Council, to make sure our literature and communications meet our Consumer Duty obligations. If this testing flags any significant enhancements, we may share our findings with you.

Consumer support outcome – our service

While all aspects of your platform's service are important, Consumer support has an immediate impact on your ability to carry out your service to suitable standards. Therefore the service and support your platform can provide is critical to you meeting this outcome under the Consumer Duty rules. You should be looking out for a platform service that's sustainable for the long term through investment in new technology, and transparency around service statistics.

Please view page 7 of this document to view our service credentials.

Formal policies

We have formal policies to manage monitor and act on management information to ensure we deliver good customer outcomes.

2. Corporate Sustainability

We aim to lead by example, striving for the same high standards that we expect from investee companies. Our commitment across abrdn is to be transparent in our disclosure, ambitious in our targets, and inclusive in our actions.



2. Corporate Sustainability

Climate change: Operational

We understand that the biggest positive climate impact we can have is through the portfolios that we manage on behalf of our clients – but our obligation begins in our operations and we have set an ambitious target to be net zero by 2040.

Our interim target is a 50% reduction in operational emissions by 2025 versus our 2018 base year. We look to achieve this by tackling the material aspects of our footprint first – which has historically been energy use in our offices and business travel. In 2021 we reduced our operational emissions by 62% versus 2018. This includes material reductions, influenced by the pandemic, to business travel and energy use in our offices, which helped us to exceed our 50% reduction target by 2025. We expect emission from these sources to increase again in 2022 as travel restrictions ease.

Our focus is absolute emissions reduction across our operations. We supplement this through voluntary carbon offsets and we have been carbon neutral since 2020. We also procure 99.5% renewable electricity (based on 2021 figures) to provide greener energy to our offices.

Supporting our colleagues to take voluntary action is also key to our approach. We are pioneers partners of the eco-app Pawprint, which allows all colleagues the opportunity to understand their carbon footprint and take part in company-wide challenges to reduce it. Our environmental champions network has also inspired positive environmental change for over 10 years.

Learn more about our approach in our **Sustainability** and **TCFD** reports.

Diversity, equity and inclusion (DEI)

We focus on 4 priorities to make abrdn a more diverse, equitable and inclusive place to work.

1. DEI is part of our purpose

What we say must be what we do. This means embedding commitment to DEI through our brand, culture, the suppliers and partners we choose, and the way we engage with the companies we invest in.

2. Our ways of working are inclusive

Formalised blended working is our standard way of working. Our priority is to make sure people feel connected and involved, that opportunities and progression are equitable for all and that managers have the capability to inclusively lead hybrid teams in the longer term.

3. We bring diverse talent into and through our company

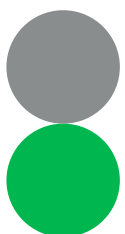
Team effectiveness comes from diverse thinking and experience – high performing people at all career stages, and from all backgrounds – and leads to better decisions and fresh ideas. We are focussed on three areas of underrepresentation where we have more to do: gender, ethnicity and social mobility.

4. We feel included and valued every day

We focus on building the capability and awareness to drive conversations and active allyship. Creating 'safe spaces' enables colleagues to think about how they influence the environment around them, to share experiences and be curious to learn more about each other.

Actions to make progress in these priority areas are agreed by our executive leaders and ratified by our Board. Our priorities are reflected in our corporate targets, which focus on increasing representation throughout abrdn, but internally we track a range of measures including how engaged and how included our people feel. Our executive leaders are accountable for DEI – with annual people objectives linked directly to remuneration, as part of our annual executive director scorecard. Our leadership team also sets, and publishes, local diversity, equity and inclusion commitments aligned to the four priorities above, which are specific to the needs of their region or business area.

Learn more about our approach, progress and current position against our targets in our **Diversity, equity, and inclusion report**.





Supporting vulnerable customers

As part of our strategy to enable our clients to be better investors, we recognise that customers need access to products and services that meet specific needs. It is essential for us to recognise where elements of our traditional offering are not inclusive and that our conduct fairly represents the opportunities and outcomes available. Our governance framework reflects our focus on supporting all our customers, including those dealing with vulnerabilities.

This starts with identifying groups who need priority care, to ensure none of our customers are left behind. If our customers are marginalised, or experience challenges of accessibility related to health, life events, or capability – then it is vital that we are able to tailor our services appropriately.

Learn more about our approach in our **Sustainability report**.

Ethical conduct

Our **global code of conduct** describes the principles and standards that we hold ourselves to and ask all our employees to consider in every decision and action they take. Our code has been independently assessed by the Institute of Business Ethics and listed as one of their best practice examples. All our employees receive training on the content and meaning of the code and are required, at least annually, to confirm that they have read and agree to abide by its principles.

Conflicts of interest

Effective management of conflicts of interest is at the core of good ethical conduct, and a key aspect of the global regulatory and legislative conduct risk agenda. We ensure that all appropriate steps are taken to identify and prevent any conflicts of interest. Our policies and procedures address conflicts that may arise from: personal account dealing, gifts and hospitality, information exchange, and through our voting as investors.

Financial crime

Tackling financial crime is not just about adhering to laws and regulation, it is also about preventing harm to people and society. We have a zero-tolerance approach to bribery and corruption, money laundering, and terrorist financing. We provide colleagues with tools that enable them to be aware of financial crime risk, to know what to look out for, and to understand both their and the company's responsibilities.

Internal control systems

We monitor and review implementation of procedures designed to prevent money laundering and bribery and make improvements where necessary. Internal control systems and procedures are subject to regular audits to provide assurance that they are effective in countering bribery and corruption.

Training

We provide various training formats for colleagues including an annual mandatory e-learning module on financial crime, tailored face to face training for key departments, and a hub on our intranet with everything that colleagues need to know including how to raise any concerns via our whistleblowing mechanism. We also have a company-wide network of compliance managers and local Money Laundering Reporting Officers (MLROs) in each region.

Client due diligence

We verify clients before investment funding is allowed – this includes certifying documents, and formal searches against known or suspected terrorist lists as well as Politically Exposed Persons

(PEP) lists via external screening providers. We also gather an in depth understanding of a client's business and investment objectives and activity for ongoing monitoring to identify potentially suspicious activity.

3. Terms and conditions

Make sure you have a good read of the terms and conditions. This is essential as these are binding agreements between the platform and both you and your client.

You need to make sure you understand the clauses so you understand our respective responsibilities.



3. Terms and conditions

3.1 Where can I access the terms and conditions?

See our [Adviser terms of business](#).

See our [Client terms and conditions](#).

3.2 Who has to sign terms and conditions?

To use our platform solution services your firm needs to sign our Adviser terms and conditions at the outset.

Each client on-boarded to the platform needs to sign the Client terms and conditions which covers all the tax wrappers and platform services available.

3.3 What's the minimum age for opening an Elevate account?

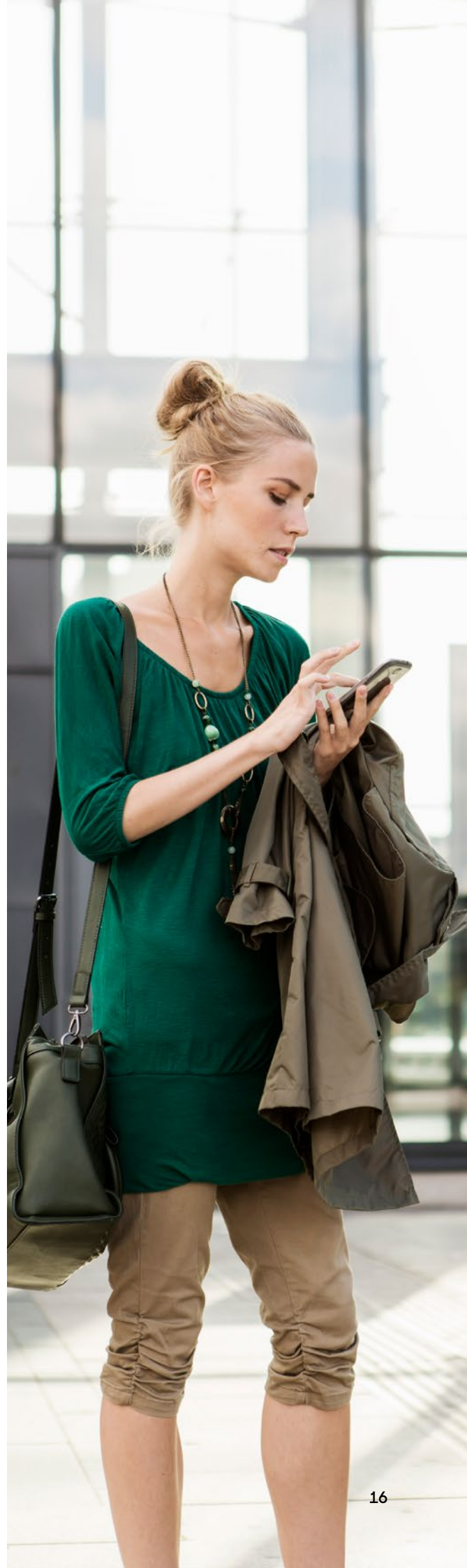
The minimum age for opening an Elevate account is 18.

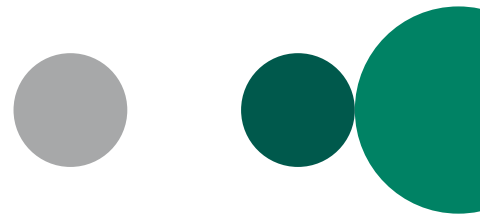
3.4 Is Elevate available for non-UK residents?

No, Elevate and its products are only available for UK residents.

3.5 Do you require my clients to maintain a minimum holding in a cash account?

If there is not enough cash available in a product wrapper at the point charges are collected, we will automatically sell investments to cover the required amount plus £50.00 in accordance with the disinvestment strategy you choose. We reserve the right to request a minimum cash balance of 1% of the value of the product wrapper is held where charges have been unpaid and the investments cannot be sold automatically.





3.6 Do minimum investment amounts apply?

For each of the Elevate product wrappers, clients can invest a single minimum payment of £1,000. The minimum regular payments are:

- £100 monthly
- £300 quarterly
- £500 half-yearly or
- £1,000 yearly

While any new purchase requires suitable funds to be available, we don't impose a minimum amount in the cash balance.

3.7 What payment methods are available?

Your clients can pay into their Elevate account via bank transfer (CHAPS/BACS), direct debit or cheque.

3.8 Do you have a best execution policy?

Yes, we do. Please see our **Order execution policy**.

3.9 What if I need to make a complaint?

abrdrn has a robust complaints process in place which is fully compliant with all FCA and Financial Ombudsman (FOS) guidelines (and, for the offshore bond, with the guidelines of the Financial Services and Pensions Ombudsman of Ireland). You and your clients can submit complaints in writing, by email or by calling us.

Complaints are reviewed regularly and feed into the development of our proposition to make sure we are continuing to meet the needs of advisers and their clients.

Complaints received in abrdrn are dealt with in line with the FCA's Dispute Resolution Complaints (DISP). Complaints are acknowledged in a timely manner (5 working days) and when a final written response is provided (within 8 weeks), the appropriate Ombudsman referral rights and information are included, which allow a customer six months to refer their complaint to the Ombudsman from the date of our final decision. We fully co-operate with the industry Ombudsman if & when they become involved in a complaint.

When considering what is fair and reasonable in all the circumstances of complaints, we will take into account:

1. Terms & Conditions
2. law and regulations
3. regulators' rules, guidance and standards
4. codes of practice; and
5. (where appropriate) what we consider to have been good industry practice at the relevant time, in accordance with TCF principles.

Overall, abrdrn's complaint levels compare favourably when benchmarked against our industry peers. In fact our current level of complaints submitted via the FCA 6-month Gabriel returns do not reach the FCA threshold whereby they are published on their website.

3.10 If sufficient business is placed on the platform am I entitled to shares?

abrdrn offers no shareholding incentives in exchange for placing business onto Elevate.



3.11 What level of financial protection do clients have when investing through your platform?

The Financial Services Compensation Scheme (FSCS), established under the Financial Services and Markets Act 2000, has been set up to provide protection to consumers if authorised financial services firms are unable, or likely to be unable, to meet claims against them.

It is important to note that different limits apply to different types of investment. In some circumstances compensation may not be available under the FSCS.

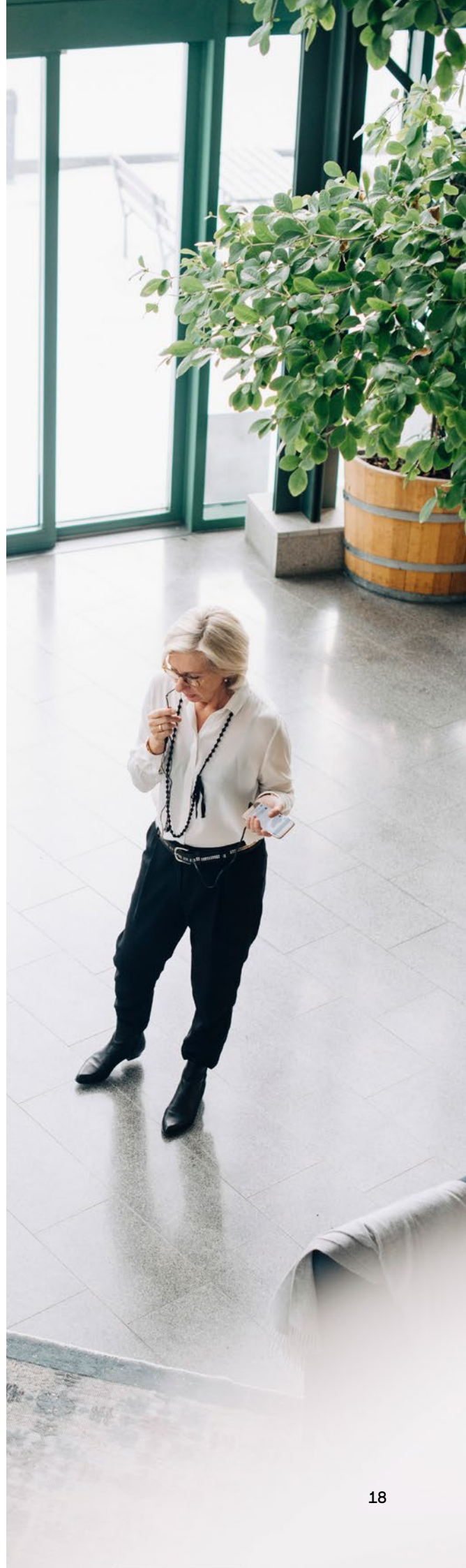
The availability of compensation depends on:

- The type of product or assets invested in
- The type and structure of the investments chosen with the product or tax wrapper
- Which party to the contract is unable to meet its claims, whether abrdn or the underlying asset provider, for example: deposit taker, fund manager, etc.
- The country in which the investments are held
- Whether the client was resident in the UK at the time they effected the contract. If the client was not resident in the UK, they may be eligible for compensation from an equivalent scheme in the country in which they were resident.

Please see section 9.10 of the **Elevate terms and conditions** for more details.

3.12 Do you require evidence of my authority to switch investments on the platform?

No, once your client signs our terms and conditions to open their Elevate account, they enable you to switch investments for the client without evidence of authority being given to abrdn, providing you are acting in line with the client agreement.



4. Charges

Platforms should be transparent, flexible and competitive.

We pride ourselves on a clear and simple pricing structure. For clients, understanding the world of investments can be difficult. Which is why we've made our platform pricing easier, with clearly defined charging tiers based upon the amount your client has invested in Elevate.



4. Charges

4.1 Describe your platform charging structure

Our pricing structure is as flexible, clear and transparent as possible. This way our charges can be easily understood by you and your clients.

Simple 'pay what you see' tiered pricing

It's easy to show your clients that they're always charged the lowest price they qualify for on their whole investment through the platform.

Pre-funding of transactions

Elevate is one of the few platforms that offers pre-funding for switches, and tax relief, to ensure your clients are in the market for longer.

No additional platform charges

For fund switches, model portfolio functionality and tools such as the risk profile questionnaire.

Link family accounts

Clients linking family accounts can see their charges fall even further by qualifying for a lower price tier.

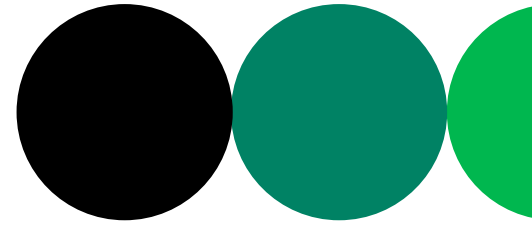
Please note, details of when charges may change can be found in **Elevate guide to charges**.

| Elevate Portfolio Charge (per annum) | Value of Elevate portfolio |
|--------------------------------------|----------------------------|
| 0.30% | £0 - £149,999 |
| 0.25% | £150,000 - £999,999 |
| 0.20% | £1,000,000 - £2,499,999 |
| 0.15% | £2,500,000 - £4,999,999 |
| 0.10% | £5,000,000+ |

Invest £100,000
(for a whole year) and
pay an Elevate Portfolio
Charge of just **0.30%**

For more details on pricing, [read our guide](#).

The above Elevate Portfolio Charge is based on Elevate's standard terms. For more information about our terms please speak to your Account Manager.



4.2 What adviser charging options do you have available on your platform?

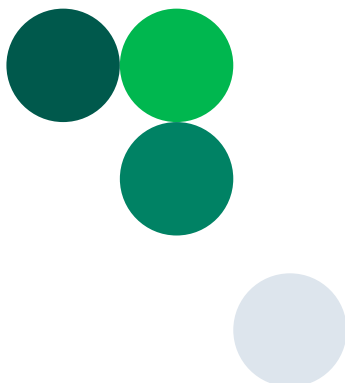
| | |
|--|---|
| Initial Adviser Charge | <ul style="list-style-type: none">• A one-off charge payable at wrapper opening, or when an additional payment is made• % of contribution or specific £amount |
| Initial Adviser Charge (Drawdown) | <ul style="list-style-type: none">• A one-off charge payable from the value of the fund allocated to drawdown pension after PCLS has been deducted• % of contribution or specific £amount |
| Spread Initial Adviser Charge | <ul style="list-style-type: none">• You can set a '£ total charge amount' for the whole agreed term (which is then split by the payment frequencies) or• You can just set the '£ deduction amount' per frequency for the term set (e.g. £10 monthly for ten years) |
| Adviser Switch Charge | <ul style="list-style-type: none">• A charge payable from the value of funds being switched• % of value of funds realised |
| Ad Hoc Adviser Charge | <ul style="list-style-type: none">• A one-off charge available from cash within product wrapper or Elevate Cash• Specific £amount |
| Ongoing Adviser Charge | <ul style="list-style-type: none">• A recurring charge for ongoing service, payable monthly, quarterly, half yearly or annually• Can be set independently for each product wrapper• % of wrapper value or specific £amount |

4.3 Do you impose a maximum level of adviser charge?

The maximum level of adviser charges is set by the adviser firm when you first start using Elevate. This allows firms to set limits for individual users which can be amended at any time.

4.4 Are there any fund manager initial charges?

Over 98% of all our funds have no initial charge. Initial charges are accepted if they relate to funds that are no longer open to new business, or circumstances where the initial charge is not a fund manager fee, but a fund expense.



4.5 Am I able to add VAT to any fees charged to clients?

The platform cannot separately account for VAT within the adviser charge. Therefore, to apply VAT, it should be included in the overall amount set up on the platform.

4.6 What happens if there's insufficient cash available to pay charges?

Elevate offers automatic disinvestment which is triggered when a negative cash balance is created as the result of insufficient cash being available when a fee or a regular payment is deducted. The disinvestment process will automatically initiate and sell assets to cover the negative balance. automatic disinvestment can be selected on either a 'last in first out' or 'least volatile stock' basis. Where investments are linked to a model portfolio, automatic disinvestment will be made on a proportionate basis.

In addition, Elevate also provides advisers with email alerts if there is insufficient cash to cover charges. This includes a 'look forward' alert to warn if insufficient cash is available to pay the next charge each time a regular charge is deducted, as well as alerts at the time auto-disinvestment will be required.

Elevate also offers a range of cash management reports, including the Investment and Charges report which provides a summary of charges due and provides a forecast showing how long current cash balances will support charges before action is required.

4.7 What are the charges for re-registration on and off your platform?

Elevate aims to make the transfer process as efficient and cost-effective as possible for all parties and doesn't have any charges for re-registration to another platform or provider.

4.8 Is there a facility to link clients' accounts on your platform for charging purposes?

Elevate offers linked accounts which can be held between spouses, civil partners and between parents and children.

Your client may pay a lower Elevate Portfolio Charge if they've a linked account. Holding a linked account means that the value of each account is added together to determine the rate of Elevate Portfolio Charge that will apply.

4.9 What are the stockbroking charges?

Stockbroking charges are tiered based on the type of security and amount of trades being aggregated. The client charges (for a buy or sell) are as follows:

| Quote & Deal ¹ | | ETF | Non-ETF |
|---------------------------|--|--------|---------|
| Each trade | | £12.50 | £12.50 |

| At Best ² | | ETF | Non-ETF |
|-----------------------------|--------|--------|---------|
| Number of aggregated trades | 1 | £10.50 | £12.50 |
| | 2 - 49 | £9.50 | £11.50 |
| | 50+ | £5.50 | £7.50 |

¹ Quote & Deal is a trading mechanism where a client can place and complete a trade instantaneously (and can't by definition be aggregated).

² At Best is a trading mechanism where all trades placed will be held and traded at 15:00 hours. If more than one of the same share is placed during the day, the shares will be aggregated and traded as one. This creates cost efficiencies.

4.10 Are there any additional tax wrapper charges?

No. Elevate doesn't have any additional tax wrapper charges, withdrawal fees or exit penalties.

4.11 Elevate retained cash margin

Interest your clients receive on cash is disclosed [here](#). Please note we retain a margin (Cash Management Administration Charge). This is retained before the interest disclosed on our website and not specifically deducted as a charge.



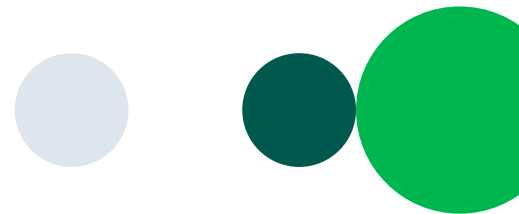
5. Products

Understanding a platform's proposition helps you establish whether it's sufficient for your clients' needs.

We offer a wide range of products. Since they're available through Elevate, you can review and manage them all in one place.



5. Products



5.1 Which wrappers can be held on your platform?

The following table outlines the products available on Elevate as well as their key features. All on platform wrappers benefit from straight-through processing, no paper forms or additional client signatures once an account is opened. A consistent investment strategy can be applied to all wrappers (subject to regulation).

In addition to the products mentioned, our reporting tool Memoitem, enables off platform assets to be recorded and valued on Elevate, providing a complete picture of your clients' wealth.

| Wrapper type | Description |
|---|--|
| Stocks and shares Individual Savings Account (ISA) | <p>The Elevate ISA enables current and previous years' stocks and shares and cash ISAs to be consolidated and managed within a tax-efficient environment.</p> <p>Like our other wrappers, the Elevate ISA allows you to perform in-specie registrations avoiding the need for investments to be en-cashed and suffering out of market time. Regular withdrawals from the ISA are permitted into the cash account or client's bank account at any time.</p> |
| Pension Investment Account (PIA) | <p>The Elevate PIA has been designed to simplify and streamline pension planning and retirement by providing automation and direct control at every stage. Individual, employer and third party payments can be made, and tax relief is pre-funded so clients benefit immediately. With the flexibility to consolidate clients' existing pensions for easier management, the PIA can help you deliver consistent investment strategy across their holdings with access to a range of comprehensive investment options.</p> <p>When it comes to managing retirement, our pension income options are fully automated so you're in control and there's no need for paper forms or additional signatures. The Elevate PIA offers a full range of withdrawal options including UFPLS, Capped Drawdown, Flexi-access Drawdown and Regular Drawdown, enabling phased, tax efficient income.</p> |
| General Investment Account (GIA) | <p>An unwrapped product which can be used to hold general investments. As is the case with the Elevate ISA, an income can be drawn down through the Elevate Cash Account or taken directly from the product wrapper.</p> |
| Elevate General Investment Account (GIA) for third-party product providers | <p>The Elevate GIA can also be used to hold investments from products provided by third-party providers (International Bond or pension provider only). This allows you to combine the unique features or tax benefits of a specific product with the investment range and trading flexibility of Elevate. It can also be helpful where product exit charges make it more beneficial to keep the existing product wrapper and move the assets to Elevate rather than transferring the whole product.</p> <p>For those third-party products accessible through Elevate, this will enable you to easily set up and manage a consistent investment strategy across a client's portfolio as well as apply a consistent charging structure.</p> |

Tax and legislation are likely to change. Tax treatment depends on individual circumstances. The value of investments can go down as well as up, and your clients could get back less than they paid in.

5.2 Is there a cash account available?

Elevate provides clients with a centralised 'Elevate Cash' facility in their account, in addition to a cash element included in each of the product wrappers. Elevate Cash can be used to pay money into and out of the Elevate account and to move money between wrappers, while the cash element within each product wrapper is used for dividend and interest payments, to pay charges or to hold cash ahead of investing.

5.3 What are the interest rates?

Elevate cash interest rate

Interest is payable on money held in Elevate cash accounts at a rate set by us. Interest is calculated daily and credited to the account each month. You'll find more information about interest rates we receive and our cash management administration charges in **Elevate guide to charges**.

Elevate GIA, Elevate ISA, Elevate PIA and Elevate Cash

We pool the cash holdings of Elevate GIA, Elevate PIA and Elevate ISA customers in addition to customer holdings in Elevate Cash and money deposited by customers who use other investment services provided by us.

We then deposit this total amount across client money bank account(s) provided by our banking partner(s).

5.4 Is there an onshore bond?

Elevate doesn't offer this.

5.5 Who are your third party providers?

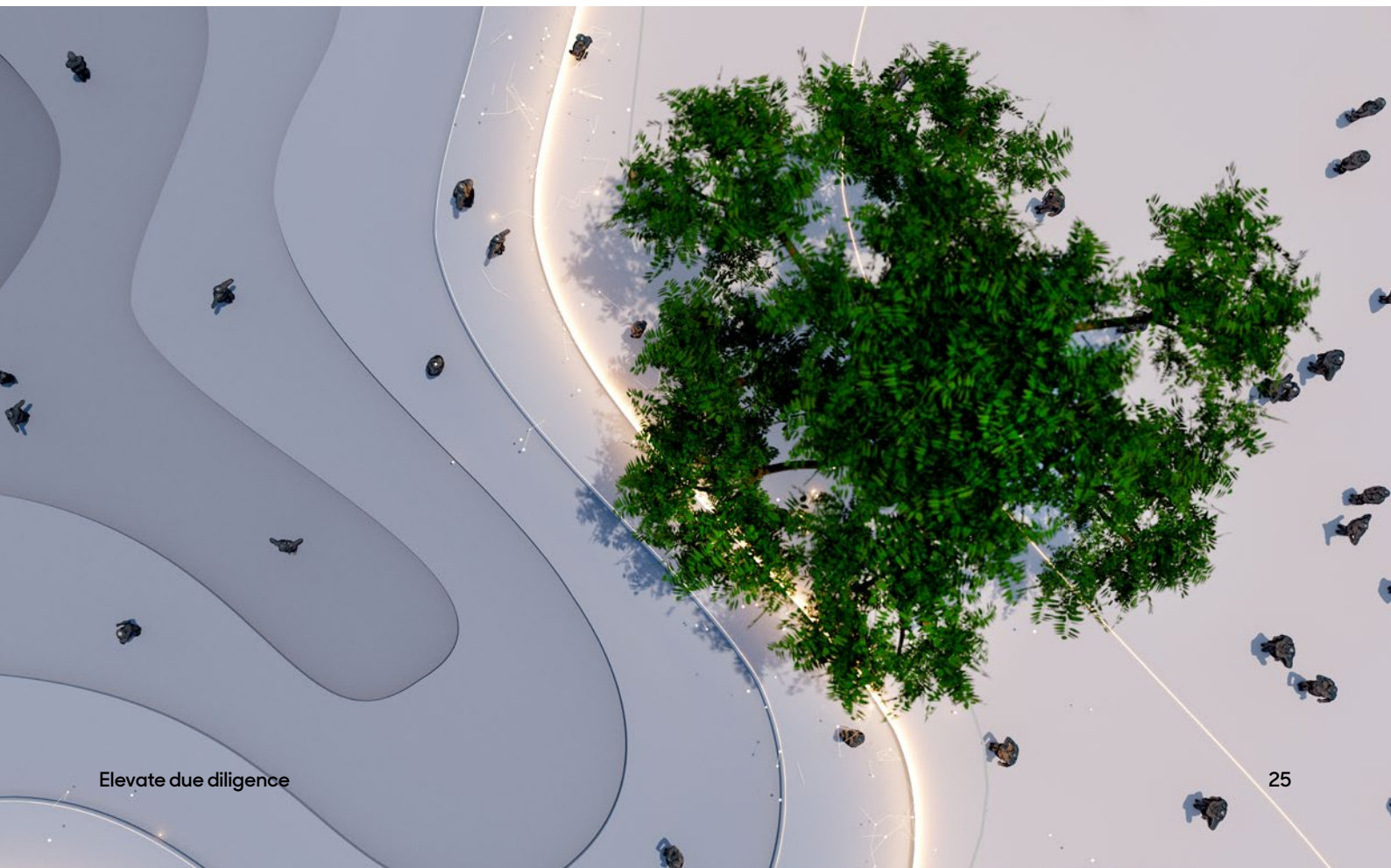
A selection of third party providers are utilised to support the platform. Before selecting any third party, a thorough due diligence process is undertaken.

Third party provider and Service:

- **FNZ** – Platform Infrastructure Supplier.
- **Winterflood Business Services** – stockbroking partner, dealing, custody and settlement services.
- **Financial Express** – KIIDs, Fund Factsheets & Fund Data Feeds.
- **Origo** – Transfers Service.
- **eValue** – Risk profiling questionnaire, asset Allocation tool, risk mapping tool & eValue modelling and asset allocations.
- **Experian** – bank account verification.

Elevate provides access to third party accounts allowing scheme assets from our panel of pension providers to be held and invested on Elevate. More details below.

Elevate also provides access to a number of offshore bonds from our panel of bond providers. More details below.



**Current third party providers of pension plans on
abrdrn Elevate**

| 3rd party name | Products available |
|---|---|
| Hornbuckle Mitchell | The Private Pension Flexible Income Pension Plan Hornbuckle Mitchell Private Pension Flexible Pension Plan SSAS |
| Investaac Pension Admin Limited | Minerva SIPP |
| Intelligent Money Ltd | Intelligent Pension Intelligent SIPP |
| London & Colonial Assurance Plc | Open Annuity New Open Annuity EU Open Annuity |
| London & Colonial Services Limited | Open SIPP |
| Pointon York | Pointon York Individual SIPP Pointon York e-SIPP Pointon York Single Investment SIPP Pointon York Corporate (Group) SIPP Pointon York Sharia Compliant SIPPs Pointon York Family Trust |
| Prosper | Prosper SIPP |
| Talbot & Muir SIPP LLP | T&M SIPP |

**Current third party providers of International Bonds on
abrdrn Elevate**

| 3rd party name | Products available |
|---|--|
| Canada Life International | Accelerated Access Account Control Access Account Estate Preservation Account Inheritance Planning Account Premiere Account Wealth Preservation Account |
| Isle Of Man Assurance Group (IOMA) | Estate Control Bond Estate Transfer Bond Estate Management Bond |
| Standard Life International | International Bond |
| Utmost Wealth Management | Evolution Estate Planning Bond |



6. Investment solutions

We understand quality, choice and cost are important factors when selecting investments for your clients.

That's why Elevate offers a comprehensive range of funds including an extensive collection of discounted share classes, so Elevate can help you meet the investment needs of your clients.

Elevate offers a wide selection of assets to choose from. With such a diverse range, you can select investments to suit a wide variety of clients. Whatever their attitude to risk or investment goals, you'll also be able to build a portfolio to help match their requirements.



6. Investment solutions

Funds

6.1 How many funds are available?

We offer around 4,000 funds on Elevate, covering both onshore and international, and over 400 discounted share classes. This number is always expanding.

6.2 How many fund managers are there on your platform?

Elevate has over 150 fund managers on platform.

6.3 How do you select the funds you offer?

Our fund selection is client-driven and based on demand from advisers or discretionary fund managers.

A thorough due diligence process is then undertaken to ensure the fund and fund managers are compatible with the platform, and which includes regulatory, operational, corporate and legal considerations.

Before a fund can be made available there are certain criteria to be met, including:

- Fund must be daily dealing and daily priced
- Must be a UK domiciled mutual fund authorised and regulated by the FCA or a non-UK domiciled UCITS scheme (SICAVs, domiciled in Ireland or Luxembourg). We also accept NURS domiciled in Ireland or Luxembourg
- Fund must be GBP denominated
- Fund must deal electronically
- Fund must not be a PAIF, TIF or Charity-based investment, e.g. charibond/charifund
- Fund must be deemed eligible for the specific product offered on the platform

6.4 Is the fund range consistent across all wrappers?

Yes. Elevate's policy is to offer each fund across our entire suite of wrappers wherever possible while complying with any eligibility criteria for each of those wrappers.

6.5 Are there unwrapped unit trust/OEIC funds?

Yes. The Elevate GIA is an unwrapped investment account with access to every eligible asset available on the platform. It also helps you get a single view and monitor this broad range of funds.

The Elevate GIA acts as a flexible unwrapped product which can be used to hold general investments and provides options to plan around the Capital Gains Tax aspects of the HM Revenue & Customs tax regime.

The Elevate GIA has its own product wrapper cash facility from which charges and remuneration can be paid. The product wrapper cash also enables your client to hold cash pending an investment decision, and take income via single or regular payments.

6.6 Are non-daily priced dealing funds available, e.g. hedge funds?

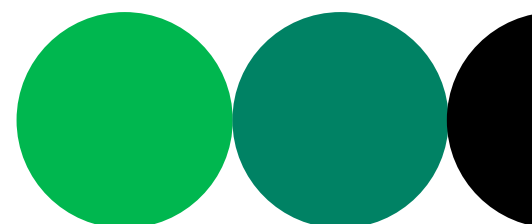
No, these aren't available on the platform.

6.7 Are passive funds available on the platform?

Yes, a full range of passive funds are available on the platform.

6.8 Are Key Investment Documents (KIDs) and Key investor information documents (KIIDs) available?

Individual KIDS and KIIDs are available for all traded funds offered by Elevate in a PDF format.



Other investment options

6.9 What other assets are available on the platform?

We offer you a wide range of investment funds and access to FTSE® listed Stocks and Shares which cover all the Investment Association (IA) sectors.

Through Elevate cash account we offer the ability to manage liquidity through client portfolios. Elevate cash enables cash to be held separately from the wrapper cash element of each tax wrapper.

We offer many FCA recognised international funds. We insist on FCA recognition to ensure they're UK retail friendly. We also offer, on application, access to unregulated funds that may be domiciled internationally.

There are no limitations provided we can process/ administer an asset, it's traded in GBP, and it meets our operational, ethical and commercial requirements. We offer structured products only if in an open-ended structure. We don't currently provide access to complex products such as medium-term notes and options.

Remember, the value of an investment can fall as well as rise and isn't guaranteed – this means that clients could get back less than they invest.

6.10 Are Exchange Traded Investments (ETI) such as Exchange Traded Funds (ETFs), investment trusts and equities available on the platform?

Yes, Elevate gives access to a wide range of ETIs via our stockbroking partner Winterfloods.

6.11 Do you provide access to structured products?

Elevate does not offer structured products.

6.12 Does your platform solution offer fixed-term deposits?

Elevate does not offer fixed-term deposits.

6.13 Can I trade equities on the platform?

Yes, Elevate offers Stocks and Shares traded on the London Stock Exchange (LSE).

6.14 Can I trade AIM-listed shares on the platform?

Yes.

6.15 Do you have a range of Investment Trusts?

Yes, Elevate gives access to a wide range of Investment Trusts via our stockbroking partner Winterfloods.

6.16 Do you offer multiple currency share classes?

Elevate only offers access to sterling denominated investments, so only GBP priced share classes are available.

6.17 What do you do to ensure the integration of ESG (Environmental, Social and Governance) investment processes on your platform?

Elevate takes ESG and the credentials of the managers on the platform in this space seriously. ESG forms part of the due diligence the platform performs on managers, with an annual survey to help Elevate understand the stance managers take.

Outsourcing

6.18 Can discretionary managers be appointed to manage assets on the platform?

Discretionary managers can be accessed through some propositions.

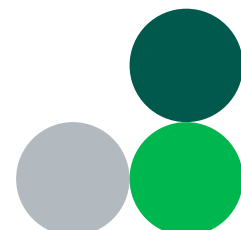
All discretionary managers on Elevate complete our due diligence process. This seeks to address compliance, relevant experience, investment processes and business risk and control mechanisms. The process is controlled through our Investment Committee to ensure requests are given the right level of senior management scrutiny.

6.19 Is your platform's discretionary fund manager solution available to all financial advisers?

Discretionary managers can be accessed through certain Elevate propositions.

6.20 Which discretionary fund managers can be appointed?

You can find details of the discretionary managers available [here](#) or by speaking with your account manager.



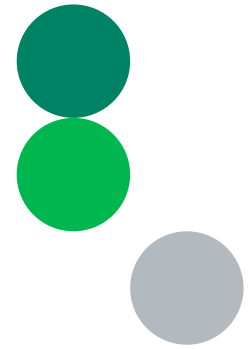
7. Functionality

Functionality plays a big part in your platform choice. Technology in the platform market has improved enormously in recent years.

The technology we've used to develop the platform delivers a variety of features that aim to make investing simpler, from transparent charging to two-way integration.



7. Functionality



7.1 Can I build and maintain my own model portfolios?

Elevate has functionality which provides you with the ability to create model portfolios. These can be defined at client, adviser or firm level. You've total version control as the model creator to use, edit and name models.

Elevate Adviser Model Portfolios provide you with an intelligent fund filter to help keep track of sector allocations and actual underlying holdings. It also helps to ensure funds are suitable for specific wrappers and charging structures.

We provide distinct types of Model Portfolios within Elevate, with unique features:

Adviser Model Portfolios:

- Created and managed at adviser or firm level
- Can be applied across a number of different clients and wrapper
- Enables efficient investment for clients with similar needs

Client-specific Model Portfolios:

- Created and managed at adviser or firm level
- Applied to one client only, but can be used across different wrappers in the same client account

7.2 Can the platform record non-platform assets?

Elevate's Memoitem functionality allows you to record details of a client's assets held off platform.

7.3 Is there a portfolio rebalancing facility?

Yes, we allow users to manage their client portfolios within a model by either re-balancing the mix back to the intended proportions or by editing the model to a new investment mix then upgrading selected clients to the latest version of the model.

7.4 Does the platform take advantage of straight-through processing?

Elevate operates straight-through processing with most fund managers. Over 98% of trades on Elevate (e.g. subscriptions, redemptions, switches, both one-off and regulars) are placed with fund managers, electronically.

7.5 Can the platform give me an aggregated charge calculation based on tax wrappers, wrap products, advice, investments and any discounts?

Yes, we recognise that advisers like to present the total cost of the platform service, investment charges and advice to their clients. abrdn enables advisers to generate a Charges Information document as part of the new business process on the platform. This document provides aggregated pre-sales disclosure which meets the new MiFID II requirements. Elevate also provides clients with an annual full breakdown of costs and charges in addition to adviser generated platform reports showing aggregated charges for clients.

7.6 Do you support re-registration of assets?

Yes, where possible, we support the re-registration of assets both on and off-platform. We aim to make the transfer process as efficient and cost effective as possible for all parties. There are no charges for re-registration to another platform or provider.

Elevate utilises an automatic re-registration system so you can undertake electronic platform to platform transfers of assets, giving you and your clients the freedom to move assets easily (where the ceding provider is able to support these processes).

7.7 Is there a phased investment option for my clients?

Yes, Elevate has a phased investment option for clients that applies to all product wrappers. Phased investing may reduce the risk of buying at the wrong time by spreading the investment over time and several investment dates, although there's no guarantee it will be beneficial.

7.8 Can I add my adviser firm branding to the platform?

You can add your logo to Portfolioscan and in some scenarios it may be possible to add adviser firm branding to Elevate.

7.9 What documentation do my clients receive and when?

Elevate is an adviser-based platform. However, as the provider of the product wrappers offered on Elevate, we also have a legal relationship with your clients. As a result, we may contact customers directly, for example for legal or regulatory reasons. The documents the client may receive could include (but aren't limited to):

- Statements
- Tax certificates
- ISA declarations

7.10 Do you offer a bed and ISA facility?

Yes, you can move cash held in the GIA into the ISA in one simple process.

7.11 What's the speed of processing investment instructions allowed by the platform (execution only)?

For more information, please consult our [Order execution policy](#).

7.12 How and when are investment instructions actioned and at what valuation point?

How investment instructions are processed depends on the type of asset and for stock broking assets how you choose to trade. Details can be found in the [Elevate Order execution policy](#).

7.13 Does the platform offer pre-funding?

Most investment platforms wait for your clients' funds to clear before they invest them. We don't. We invest your clients' money without delay. Elevate pre-funds the following:

| | |
|---|--|
| New investments | Funds paid for by cheque or direct debit are invested from day one meaning more time in the market. |
| Regular contributions | Elevate will make the investment trades requested on the date each regular contribution is expected. By pre-funding investment purchases, there is no need to wait while money clears and clients are not disadvantaged if there is a delay with a direct debit payment being made to Elevate. |
| Fund switches | Once we have the unit price of the assets being sold, we will buy at the next valuation point, so clients could be back in the market after only 24-48 hours when switching funds. |
| Model portfolio rebalancing | Just like switching, once we have the unit price of the assets being sold, we will buy at the next valuation point without waiting for settlement, so rebalancing could be completed after only 24-48 hours. |
| Tax relief on personal pension contributions | Tax relief on contributions made into the Elevate Pension Investment Account (PIA) are pre-funded so relief is applied at the same time as the net contribution. |
| Withdrawals | <p>Elevate's 'one-step' withdrawal option for the General Investment Account (GIA) and Individual Savings Account (ISA) lets advisers select which assets to be sold when arranging a withdrawal for clients. We will begin the BACS payment out as soon as the sale price is confirmed, rather than waiting for the sale proceeds to be received so clients receive their money faster.</p> <p>Elevate is also able to pre-fund a regular withdrawal if there is a delay with the sale of investments selected to fund the payment. This means your clients get their payment on the expected date.</p> |

All our wrappers benefit from pre-funding to ensure we invest your clients' money without delay meaning their money is in the market for longer. Your client has certainty and consistency regarding when rebates are paid and tax due.



Online Functionality

7.14 Does the platform provide an online audit trail?

Yes, all your activity, conducted on behalf of your client is recorded against each account providing a detailed audit trail.

7.15 Is there an option for my clients to have paperless accounts?

Yes, clients can choose to receive documents in the post or online. With instant access to documents, clients can view, print and save.

For those that choose to opt out, Elevate has an automated alert system that notifies clients via email when they've important documents to review. This solution balances both your clients' and your needs with our own regulatory obligations.

For security reasons, certain documents will be sent by post including details of a client's change of address and any withdrawal confirmations.

7.16 Can I transact new business and top-ups online?

All applications, including new business and top-ups are transacted online and benefit from straight through processing. This means automatic validation of submitted information and no rekeying of data.

New business and top ups can be made online for Elevate, we do not require any signatures on straight forward top ups as such, but if a document is required for new business (transfer in) or a new direct debit mandates for example these can be accepted via e-signature.

We have a list of e-signature providers available. There are some circumstances where we still require wet signatures, for example on bereavement paperwork. Please see the **Elevate e-signature guide** for more information

Drawdown

7.17 Does the platform facilitate online drawdown?

With the Elevate PIA all steps of the retirement journey are online and automated, proving unparalleled flexibility and control when managing retirement plans. Whether making new payments, crystallising benefits, or taking withdrawals – instructions are made in real-time and carried out with straight through processing.

As more clients seek to phase their retirement our Regular Drawdown option could be a good way of providing a tax efficient income. Our regular Drawdown option is fully automated and online, so you can set-up a regular income for clients. Each withdrawal can be just tax-free cash or the right mix of tax-free cash and taxable income to suit your clients' circumstances.

Elevate Regular Drawdown allows you to:

- Select the investments to be used to provide income or moved into drawdown.
- Choose the right payment date and frequency – income can be paid on any date your client wants between the 1st and the 28th of each month.
- Create a tax efficient income for your clients with the flexibility to choose the right mix of tax free cash and taxable income paid with each withdrawal.
- Receive alerts should the regular drawdown instruction need amending. Please see the **PIA guide** for more information.

7.18 Do you allow clients in capped drawdown and can you convert from capped drawdown on your SIPP to flexible income (drawdown)?

Transfer-in existing capped drawdown pension pots your clients have and manage these alongside their other pension assets. For clients who require greater flexibility in how they access their pension benefits, you can convert these arrangements to Flexi-access drawdown with our automated, on-platform functionality.

The Elevate PIA offers a range of income options with the facility to set-up one-off or regular payments. You can take different initial and on-going withdrawals. Plus, generate tax-efficient income using regular payments of tax-free cash.



7.19 Is there a limit on the number of withdrawals for UFPLS or limit on the size of withdrawals?

No. Clients can withdraw the entire fund, withdraw lump sums or take a regular income. There's also the flexibility to crystallise part of the whole pension fund to make withdrawals in the most tax efficient way.

7.20 What regular payment frequencies are available?

Regular payments into Elevate products can be made at different frequencies:

- Monthly
- Quarterly
- Half-yearly
- Annually

7.21 What are the withdrawal options?

Your clients can choose to take fund specific withdrawals or proportionate withdrawals from model portfolios. This enables the asset allocation to remain in line with the client's attitude to risk. Withdrawals can be specified on the following basis:

- Single
- Regular (with a specified end-date or open-ended)
- Any date between 1-28 of the month
- Per fund, per combination, proportionate, or from cash within product wrapper

8. Access

We offer 24-hour access to the platform, enabled by sophisticated integration, comprehensive online features, and the ability to move assets on and off the platform efficiently.

Any updates are delivered outside of business hours, and we ensure to notify you well in advance.



8. Access



How can I use the platform?

8.1 When is the platform accessible to me?

The platform is available 24 hours per day, every day. Technology enhancements are released quarterly and scheduled over the weekend. Occasionally ad hoc releases are required; these are typically done midweek outside of business hours and we always aim to give advisers advance notice of this, via email.

8.2 Which back office service providers does Elevate integrate with?

Elevate links with a number of back office systems providing valuations (contract enquiry/bulk data import) and electronic remuneration statements. These include Intelliflo, Distribution Technology, IRESS, Plum Software, True Potential, Assyst Software, Fastrak, JCS, Durrell Software, Enable, (Best Practice Network), Bluecoat and Time 4 Advice.

8.3 Can I change my client's details online?

Client details such as name and address can be updated online. However, other details may have to be changed by the client servicing teams.

8.4 Does the platform provide access to client documents?

Yes, it does. Elevate maintains a document library for each of your clients which retains all relevant documentation, e.g. valuations, review reports.

You can also scan certain documents and add these to your client's document library.

8.5 What levels of adviser access does your platform solution offer?

There are four levels of adviser access available. These are discussed in detail during the onboarding process, ensuring your users are set up appropriately, giving you greater control over your risk and compliance process.

This creates a robust, consistent sales process by controlling access levels for your employees and providing a consistent client experience.

The 'expert user' (the person within your organisation with the greatest level of knowledge and access to the platform) will be provided with the training and privileges to control this.

Client access

8.6 What different levels of access are available to clients?

Clients can view their portfolio online, including transactions and performance information, and documentation. View-only access can be granted on a client-by-client basis at your discretion.

8.7 Can my client obtain their valuations online?

Yes, clients who you have granted view-only access to Elevate will be able to obtain valuations, see recent transactions and access documents and guides.

8.8 Can my clients place any transactions themselves online?

No, clients are unable to place any transactions themselves online.

9. Tools and reporting

Our suite of advisory tools empowers you to address your clients' investment needs with enhanced flexibility, robust analysis capabilities, and seamless access to third-party services.

Additionally, we provide advanced reporting, allowing you to view consolidated client data in a single report.



9. Tools and reporting



Tools

9.1 Does your platform solution have a risk profiling questionnaire?

Our Risk Profiler tool provides a psychometric evaluation of a client's attitude to risk, corresponding risk rating (on two ranges of scales from 1-10 or 1-7) and directly associated asset allocation models.

This tool has been developed by Elevate with the modelling and psychometrics supplied by EValue.

An 18 question psychometric questionnaire helps you to ascertain client's attitude to investment risk and provides a suggested risk rating. EValue also supplies suggested asset allocation models to support the different risk ratings.

9.2 Are the results of your risk profiling questionnaire directly linked to your asset allocation models?

The corresponding asset allocations from the questionnaire are designed for an 11 to 15 year term, which is based around a central 13 year time horizon. These are reviewed quarterly to ensure the proposed asset mix remains relevant. In addition, this risk profiling tool provides the ability to:

- Amend the risk profile to be adopted, reasons for doing so will automatically be transposed into client report.
- Access to a fully auditable client record online (reports and ratings).

A client report is produced confirming the response to each question, how the questionnaire works, the risk rating and description and suggested asset allocation. We offer a printable copy of the risk questionnaire.

A mobile Risk App is available and can be used online and offline and is available for use with mobile, tablet and desktop devices. This can help you undertake a risk discussion with your client, capture their attitude to investment risk, and generate a client report that you can email, while on the move.

To access the Risk App visit riskapp.elevateplatform.co.uk

9.3 How do your risk levels relate to actual volatility levels?

Elevate offers the choice of either a 7 or a 10 risk scale, but both use the same model and the same efficient frontier. The risk levels on each scale translate to target risk bands, which are expressed as annualised standard deviations. A suggested optimised asset allocation portfolio is provided that maps to this target risk band. Further information regarding this risk levels and volatility bands may be found in our Risk questionnaire and asset allocation tools Technical Guide.

9.4 How objective are your asset allocations?

The Elevate asset allocations are designed and maintained by EValue and therefore created objectively based on their proprietary stochastic model. Elevate adopts the standard EValue model as closely as possible. The two areas where you will see tailoring are:

- Risk profile 1 is 100% cash. This captures customers who have no appetite for investment risk.
- The standard EValue model rounds asset allocations to the nearest 0.5%. Elevate will round to the nearest whole percentage point.

9.5 How flexible are your asset allocation models?

The asset classes used proposed asset allocation portfolios are broad, allowing you to use your discretion and knowledge of your customer's needs to tailor an appropriate portfolio for their circumstances.

Elevate has functionality which provides you with the ability to create model portfolios to these asset allocations, that can be defined at client, adviser or firm level.

9.6 What portfolio and fund review tools do you have available?

Elevate allows you to produce comprehensive portfolio analysis tailored to the needs of your clients via the Portfolioscan tool, which supports the following features:

- Modular reporting options – tailor reports to the needs of your clients.
- Portfolio breakdown by asset class, geographic region and stock sector.

- Report actual portfolio (discrete and cumulative) performance and measure against popular benchmarks.
- Fund performance and information.
- Option to dual brand reports to include your logo.
- Option to personalise reports with your own commentary and analysis.
- Generate easy to understand reports in either MS Word or PDF.

9.7 Are your platform solution tools provided by third parties?

Our platform solution tools draw on the expertise of third parties such as EValue to deliver specialist knowledge and expertise to the Elevate toolset.

9.8 Do you have a tool which helps me create tax-efficient withdrawal strategies for clients?

Our Income Withdrawal Optimiser enables you to review your client's options for making withdrawals from a range of tax wrappers, with the aim of tax optimising their income strategy, within the context of their overall financial plan.

See how a client's income goal may be achieved by quickly showing how their income options could be affected by tax. Get an estimate of the tax payable in the current year as you work out the most appropriate income strategy.

9.9 Do you have a CGT calculator?

We offer the Elevate Capital Gains Calculator. This is an Excel based calculator designed and built to be compatible with transaction reports (Capital Gains Report) created by Elevate.

The calculator automatically manipulates transactional data from the platform into indicative gains and losses calculations, and will produce a report; saving significant manual intervention and the associated time and costs.

The tool will also enable you to conduct 'What if?' scenario planning, helping you to consider the impact of taking further withdrawals on your clients' realised gain position.

If you work with an accountancy or tax planning firm, abrdn Elevate also offers a comprehensive report including the data needed to in respect of Elevate investments to calculate your clients' capital gains tax liabilities.

Should the client agree to move forward with an Elevate PIA, the new account set up will be pre-populated using the information gathered to produce the illustration.

9.10 Does the platform provide a fund research tool?

Elevate's Investment Selection Tool and Research capability:

- Supports analysis of Investment Funds (e.g. OEICs and Unit Trusts), Exchange Traded Funds, Investment Trusts, Stocks, Shares and Gilts.
- Provides multi-criteria search facility (e.g. price, performance, asset allocation, sector weightings, largest holdings, ratios, rating etc.).
- Offers access to fund fact-sheets and KIDs/KIIDs as PDFs.
- Enables analysis at varying levels of detail including asset allocation, sector and geographical breakdown and dynamic charting.

Elevate also allows you to easily search for the least costly share class version of funds and save your favourites investments for quick access, helping you to reliably select from preferred investments every time.

9.11 Does the platform generate pensions illustrations?

Yes, Elevate PIA illustrations are automatically generated on the platform for new payments, transfers-in, drawdown crystallisations and pension withdrawals. Elevate also enables advisers to generate 'what-if' scenario illustrations to help clients see the effect of changes.

All illustrations generated are stored against the client record and accessible at a later date.

9.12 Are there alert tools to help me manage my client accounts?

Elevate offers a broad range of alert tools to help you in managing your clients' accounts. You can tailor the alerts they receive, options include:

- Stockbroking alerts
 - **Order completion, corporate information, corporate actions**
- Retirement alerts
 - **GAD review, pre- and post-retirement reminders, FAD reviews**
- Money management
 - **Benefit authorisation, income payments, insufficient funds, transfer completion**
- Financial planning alerts
 - **Investment review, asset allocation changes, model portfolio edits**

9.13 Are there any extra costs?

There are no additional charges for any of your portfolio planning tools provided by abrdn Elevate. This is an integral part of our service proposition and key to supporting you and your clients through the advice process.

Reporting

There are over 40 reports available that can be generated directly from Elevate, e.g.:

- Holdings and asset allocation including investments and cash (i.e. business reports)
- Management information (MI) including funds under management (FUM) by asset (i.e. adviser reports)
- Client reports

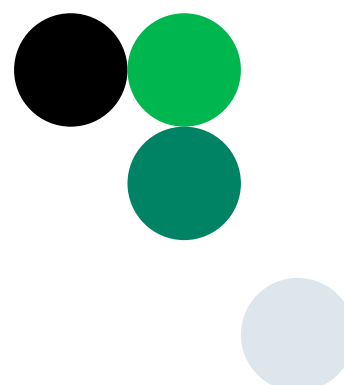
Additionally, the client summary screen provides easy access to key 'in demand' information on a single screen enabling you to immediately access the data you need to manage your clients efficiently without needing to search for data across multiple screens.

9.15 What client reporting do you offer?

| Client reports | Description |
|---|---|
| CGT report | Capital Gains Tax report presents data so you can calculate your client's capital gains tax liabilities, for investments held. |
| Portfolioscan | Detailed analysis of your client's portfolio, including detailed information on all underlying holdings – all consolidated within one document. This can be generated between specified periods. In Word or PDF form and enables you to add your firm logo. |
| Transaction listing | Detailed breakdown of all transactional activity within your clients account between two chosen dates. Produced in PDF form. |
| Client valuation | Detailed portfolio valuation, which may also include Memoitems, can be generated at any present or past date. Produced in PDF form. |
| Individual client fund fact sheets | Individual client-facing fund fact sheets for all funds offered within Elevate are available in PDF format. |

9.16 What adviser facing reports do you offer?

| Adviser reports | Description |
|---|--|
| Portfolioscan for Model Adviser Portfolios | Consolidated analysis of all funds contained in the constructed adviser fund portfolio. This is broken down to include all the details that can be found in individual fund facts sheets but within a consolidated PDF document. |
| Individual fund fact sheets | Individual fund fact sheets are available for all open traded funds offered by Elevate in a PDF format. |
| Key Investment Documents (KIDs) and Key investor information documents (KIIDs) | Individual KIDS and KIIDs are available for all traded funds offered by Elevate in a PDF format. |



9.17 What Management Information (MI) reports do you offer?

| Management information reports | Description |
|-------------------------------------|---|
| Asset allocation | Displays associated investments split by asset type, e.g. GIA, ISA etc. Each asset displayed as a percentage and as a monetary value. |
| Cash balances | Displays the percentage of products held as cash, by your client. This details the amount of cash held within the product wrapper (i.e. located outside of investment). |
| Client listings | Displays the full client list by adviser and includes their portfolio value. |
| Investment instructions | Provides a breakdown of transactions per client over the specified period. |
| Total holdings | Displays the total holdings by Investment and Asset sector for each client (please note, this will include unwrapped assets listed under Memoitem). |
| Remuneration statement | View remuneration statements (automatically uploaded on the 25th of each month) or request an ad hoc remuneration report. |
| Charges information document | Explains the charges associated with your client's investments made through Elevate and details any adviser charges agreed to be paid from their product wrapper(s). It also provides fund specific information, such as fund manager charges and any fund manager rebates. |



10. Support services

Your intuitive, self-service platform that delivers added value. When you need assistance, we're here to support you in various ways.



10. Support services



10.1 What online support do you provide?

Our **website** which gives advisers support in a number of key areas and provides access to:

- 'How do I?' guides relating to business processes
- Training guides
- Product information
- Fund information
- Regulatory information

10.2 Do you have a regional sales team?

Yes, abrdn has local Relationship Managers, Platform Consultants and a telephone based service. They're responsible for helping you, your business and clients maximise the benefits of the platform.

They can assist in areas such as client segmentation, developing client value propositions, client communication strategies and asset migration.

10.3 Do you have a team of phone-based consultants?

We do. Customer Engagement Hub is available from 9am to 5pm Monday to Friday. The team can respond to both phone and email enquiries.

10.4 Do you have a team dealing with day to day financial adviser queries?

Absolutely. The Elevate Support Team can deal with your phone and email enquiries while our Platform Consultants and Relationship Managers offer face to face support.

Relationship Managers also have personal support consultants who assist them, and each of their accounts.

10.5 Do you have a team devoted to helping advisers implement your platform solution within their business?

Yes, our experienced team of Platform Consultants assists with the implementation of the platform in your business.

They're responsible for managing the delivery of any bespoke requirements of the platform such as branding and will build the appropriate training programme for your staff.

10.6 What trust and tax planning support do you offer advisers?

Expert pensions, tax and wealth transfer consultancy, is available through a dedicated phone service.

Our Technical Consultants are highly skilled and qualified in financial planning, taxation, trusts and estate planning.

10.7 Do you run local seminars for financial advisers?

Yes, we hold seminars and forums throughout the year for adviser firm principals, advisers, paraplanners and administrators.

These provide both relevant content and topics for discussion, but also enable firms to share their experiences and best practice with peers. A number of these are CPD accredited.

10.8 Do you provide any tools to help run marketing campaigns for my clients?

Yes, Elevate can supply client data allowing you to pinpoint appropriate segmentation for campaigns. After which you can use mailing or email details to produce and issue campaign letters. The local Account Managers and Platform Consultants can also provide assistance and expertise for this activity.

The support we provide

Supporting you at every stage

Dedicated, single point of contact

Responsible for helping you, your business and your clients maximise the benefits of the platform.

Assist in areas such as client segmentation, developing client value propositions, client communication strategies and asset migration.

Highly qualified in process development and planning

They will integrate Elevate into your business.

To help maximise functionality, they will plan and deliver expert face-to-face tailored training to suit your needs.

Expert pensions, tax and wealth transfer consultancy

We provide a range of technical support, with all advisers having access to our **website** and CII/PFS accredited **CPD modules**.

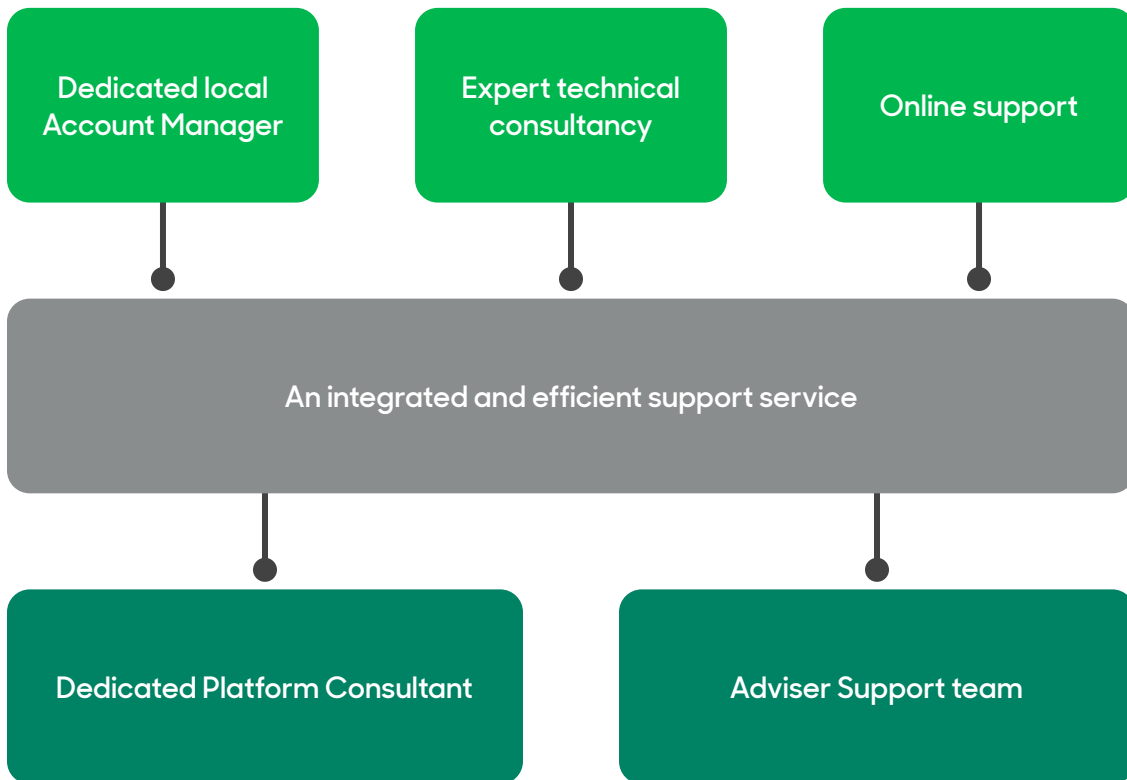
Our Technical Consultants are highly skilled and qualified in financial planning, taxation, trusts and estate planning.

24/7 online support

Support website for advisers.

Dedicated, easy access helpline for Elevate

Our highly trained experts can help in submitting client assets on Elevate or other operational queries.



We hope you've found our guide useful

Thank you for taking the time to read this guide.

The ten sections we've covered will form a good basis for your due diligence process.

Not only will they help you decide what you require from a platform, they'll also help you understand any additional support you may need.

Due diligence isn't just a tick box exercise. It requires detailed work.

Done correctly, not only will you satisfy the regulator, but you'll also add real value to your business.

Of course, platforms must be suitable for clients, first and foremost.

But they should also suit you.

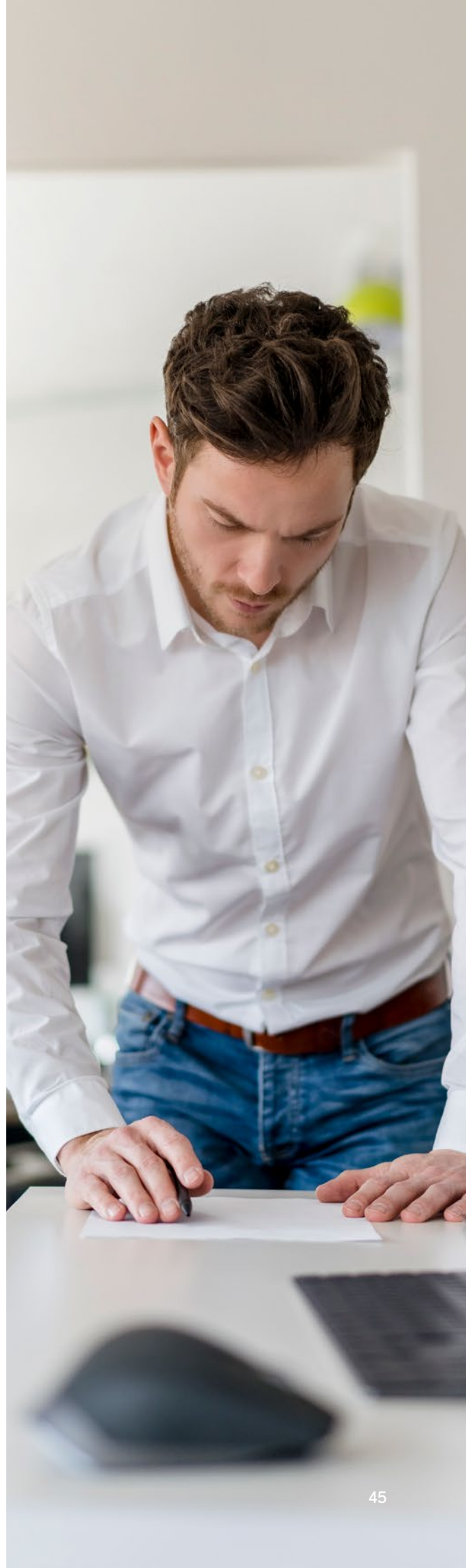
We firmly believe Elevate can support your business model and make day-to-day business simpler and more efficient.

And best of all?

It can add real value. Now and in the future.

Tax and legislation are likely to change. Tax treatment depends on individual circumstances.

The value of investments can go down as well as up, and your clients could get back less than they paid in.



For more information, please speak to your usual abrDN contact to find out how Elevate can support your business and help you to meet your clients' needs.

If you're new to abrDN or unsure who your aligned contact is, get in touch with our Business Development team.

Email: business.development@abrDN.com

For more information visit abrDN.com/adviser

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