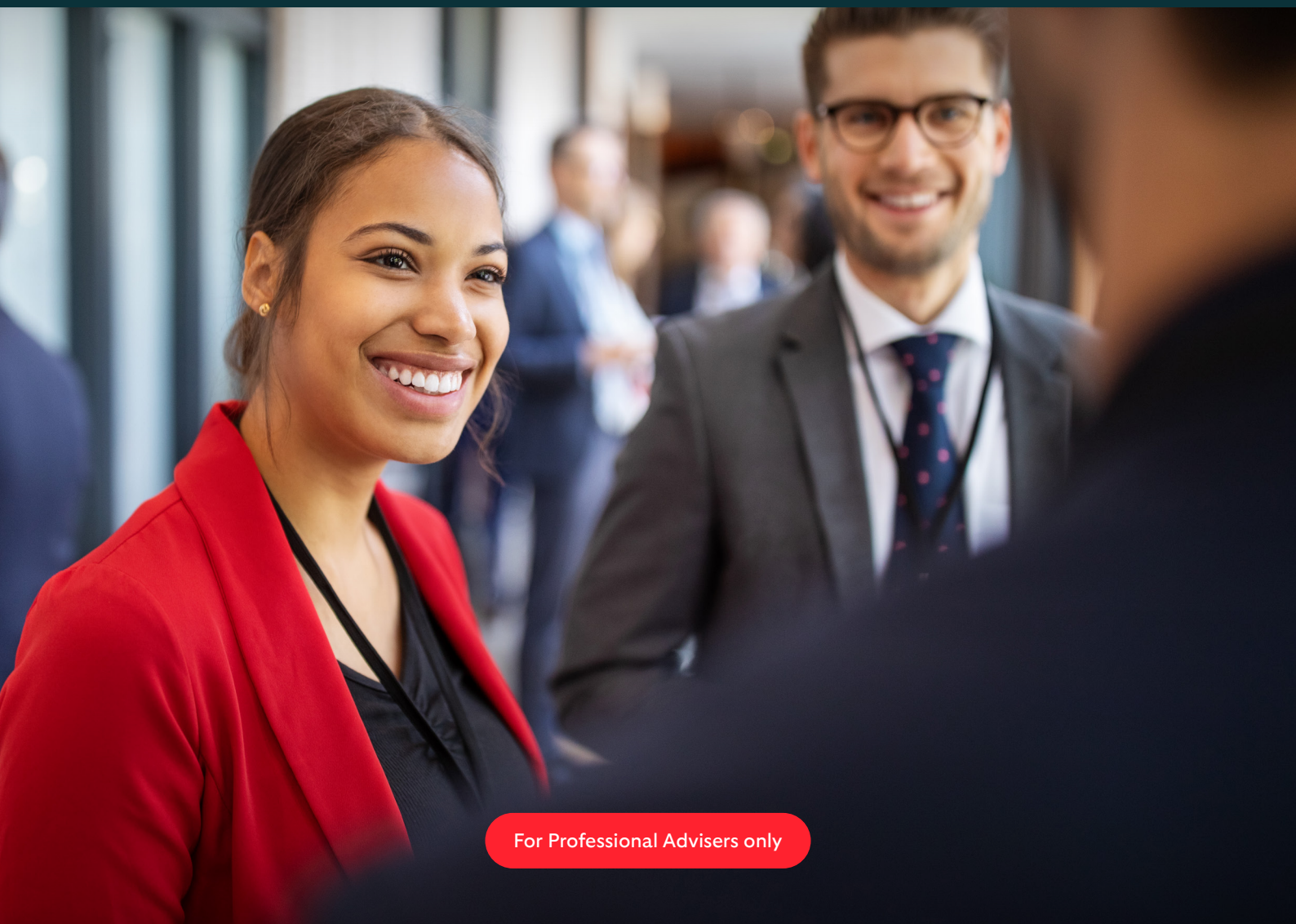
SCOTTISH WIDOWS

Scottish Widows Platform

Platform User Guide



For Professional Advisers only

Contents

Your home for digital retirement planning on platform	03
Investment offering	05
Product line-up	08
Service and Support	10

Your home for digital retirement planning

Scottish Widows Platform is a retirement focused platform for financial advisers, designed to help you to unlock new, profitable client segments via easy to use and reliable technology.

Creating compelling retirement propositions for your clients' differing needs is not easy although it is essential for building a successful and profitable advisory business.

In today's market, where client expectations are soaring, costs need to be controlled and returns maximised. It is important to work with a company that can help you to achieve all of these things – and more.

The Scottish Widows Platform is provided by Embark Investment Services Limited, a wholly owned subsidiary of Embark Group Limited.

In January 2022, Embark Group became part of Lloyds Banking Group (LBG), a leading UK-based financial services group.

LBG has a unique customer proposition operating through household names including Lloyds Bank, Halifax, Bank of Scotland and Scottish Widows.

Introducing the Scottish Widows platform

The Scottish Widows Platform offers a wide choice of investments and tax wrappers, managed on proven technology with transparent and competitive pricing. Our platform could help you to deliver the services your clients are looking for.

Choice

A range of tax wrappers and investments, available online, through financial advisers.

Financially Strong

Backed by Lloyds Banking Group, a leading UK-based financial services group.

Reliable

Delivered in partnership with FNZ, suppliers of quality, award-winning technology to some of the largest and best-known platforms in the market.

Easy To Implement

No IT integration is required to use the platform. You can sign-up and start using the service almost immediately.

Efficiency

Key transactions and processes are fully automated. No wet client signature needed for our forms.

Value

Our straightforward pricing is amongst the most competitive in the market.

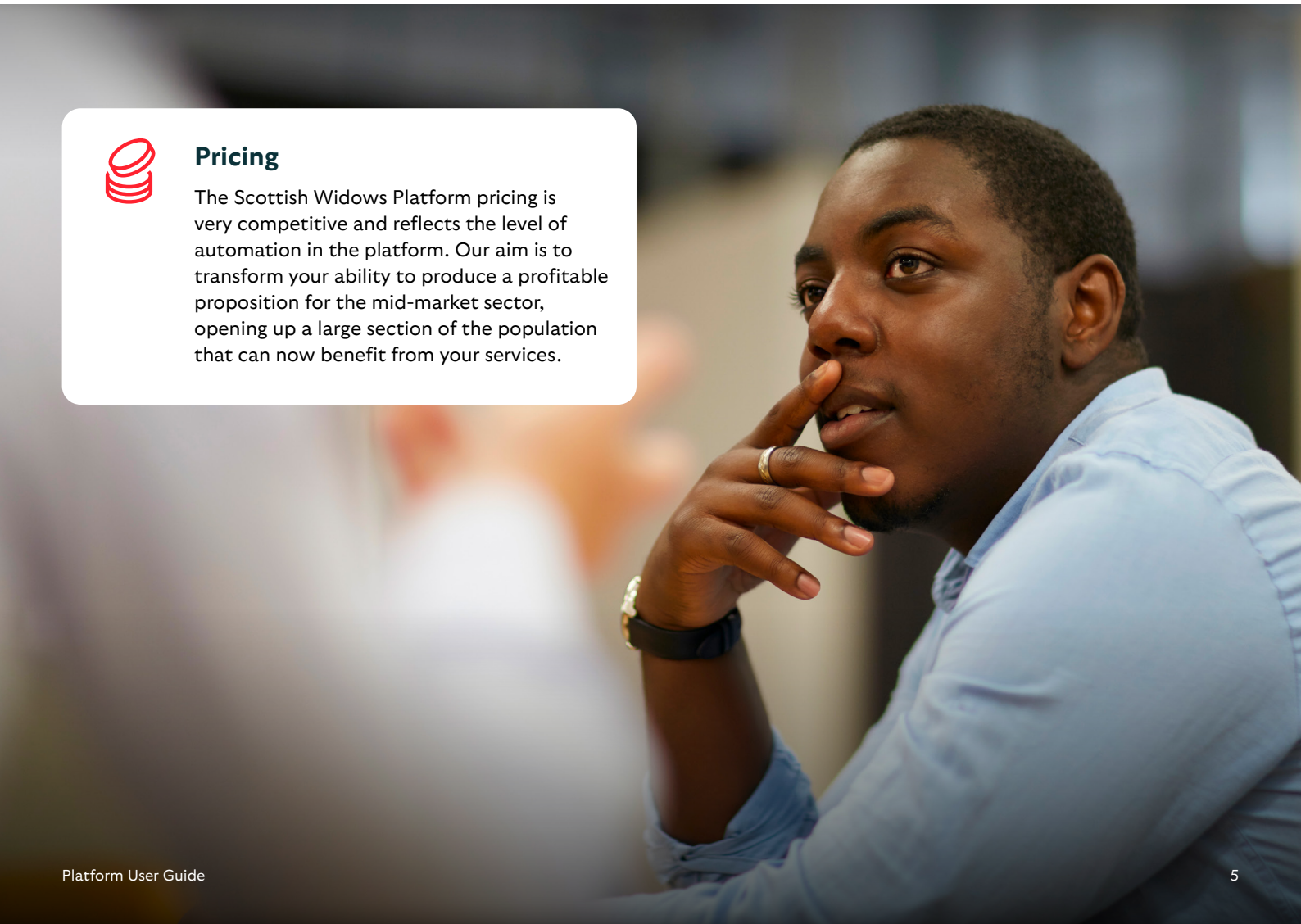
Investment offering

A strong investment offering should be at the core of any platform provider's proposition.

The Scottish Widows Platform delivers a varied range of funds to support both capital and income requirements, with coverage across the risk spectrum. You will have all of the essential components to build a compelling centralised investment proposition or a bespoke client strategy.

We offer:

- Over 6,900 mutual funds
- Listed securities and investment trusts
- Around 2,000 exchange-traded investments
- Selection of smoothed managed funds
- A wide range of model portfolios from recognised discretionary investment managers



Pricing

The Scottish Widows Platform pricing is very competitive and reflects the level of automation in the platform. Our aim is to transform your ability to produce a profitable proposition for the mid-market sector, opening up a large section of the population that can now benefit from your services.

Wide choice

Within our fund universe we provide access to:

Mutual and Smoothed Managed Funds

- Unit trusts (UTs)
- Open-ended investment companies (OEICs)
- Sociétés d'investissement à capital variable (SICAVs)
- Any other permissible collective investment scheme we make available to your clients
- Selection of smoothed managed funds

Exchange Traded Instruments (ETIs)

- UK equities (company shares) listed on UK exchanges
- UK exchange-traded funds (ETFs)
- UK gilts (government bonds) and UK corporate bonds
- UK investment trusts

Discretionary portfolios

We understand that not all advisers can or want to be burdened with the ongoing management of a centralised investment proposition. This can be time-consuming when working with clients on an advisory basis where every portfolio update or rebalance must secure client consent.

Increasingly, advisers are outsourcing their investment proposition, particularly for mid-level clients where the 'cost to service' and resultant profitability can be a challenge.

We therefore offer a range of discretionary managed portfolios which enable a client to be invested in a proposition aligned to their risk profile and then managed to ensure that alignment is maintained.

Our line-up of discretionary investment managers have a solid reputation in the market for delivering results and therefore can be relied upon to help support your investment proposition.

You can elect to invest a client's investments in multiple discretionary managed portfolios or other individual investments. You can also move client funds between portfolios without the need to open and close investment accounts or secure a wet client signature.

Investment Technology

With us, you really are in control of your clients investments. Our technology is designed to deliver:

Online dealing

With 'on platform' asset custody you control the trades and when they are executed.

Proportional asset allocation in drawdown

The ability to crystallise funds in drawdown without locking specific assets into an arrangement. You are free to decide on the assets to use to provide income.

* Subject to prior approval.

Product line-up

The Scottish Widows Platform provides your clients with a range of products to achieve their retirement goals. Whether they are looking for simple savings through an ISA or a personal pension with full drawdown capability, our products and features will help them to and through retirement. All of our accounts are designed to be managed by you with nearly all transactions completed digitally – with no need for a wet client signature.

Scottish Widows Personal Pension

Planning your client's retirement financial needs should always start with a pension at the core. Our Scottish Widows Personal Pension offers flexibility to provide for the most simple or sophisticated requirements. You can also manage flexi-access drawdown entirely on platform with integrated payroll, letting you specify dates for regular income payments and process ad-hoc payments in real time. We support both the Pension Commencement Lump Sum (PCLS) and Uncrystallised Funds Pension Lump Sum (UFPLS).

Scottish Widows Junior Personal Pension

It's never too early for your clients to start thinking about their children's retirement needs. The Scottish Widows Junior Personal Pension offers a tax efficient way of starting the retirement journey with the same wide investment choice as our other accounts – including discretionary portfolios. It is available for children up to age 18.

Scottish Widows General Investment Account (GIA)

Clients (including corporates and trusts) can hold multiple GIAs to segment their savings for different purposes such as a new car or children's school fees. With the ability to plan around different tax aspects, including capital gains, your client can invest as much as they want across our investment spectrum.

Scottish Widows Individual Savings Account (ISA)

The Scottish Widows ISA is a stocks and shares ISA that offers the same wide investment choice as our other accounts, including discretionary portfolios. It allows consolidation of current and previous year's ISAs into the one tax efficient environment with full flexibility on withdrawals.

Scottish Widows Junior Individual Savings Account (JISA)

The Scottish Widows JISA is a stocks and shares JISA with the same wide investment choice as our other accounts – including discretionary portfolios. It is available for children up to the age of 18. An adult with parental responsibility is the Registered Contact and controls the account until the child reaches 18, when the account is automatically converted to an ISA and the child takes control.

Third Party Investment Account (TPIA)

In some instances a client may not want to move from an existing provider, although they would like the value and flexibility that investing on the Scottish Widows Platform brings. Our Third Party Investment Account allows clients to retain the product features of their existing pension or Offshore Bond and and expand it with the investment opportunities of ours. It really is the best of both worlds.

Managing Accounts on the Scottish Widows Platform

The Scottish Widows Platform fully supports your role in helping secure the financial future of your clients.

Account creation

All accounts can be set-up quickly and easily without the need for a wet client signature. We also have a low initial contribution level of £50 for our Personal Pension, ISA, JISA and GIA (or £5,000 for TPIA) with a range of flexible contribution frequencies.

Account management

The Scottish Widows Platform is designed to be a fully advised proposition, so you have complete control over the management of your clients' accounts. You can:

- Open additional accounts with no wet signature.
- Benefit from fully digital trading.
- Add, change and stop adviser charging.
- Access our online withdrawal* capability including flexi-access income drawdown with daily payroll.

Client account view

While you control what happens in the client's account, we recognise that your relationships with your various clients may differ and you may wish to give varying levels of account access to different clients.

We provide all clients with secure online account view capability, so they can see where they are invested and how their account is performing.

Additionally, you are able to provide a higher level of access to your clients to allow them to manage their own details, contributions and have the ability to make trades.

Whatever the level of access your clients have, all client documentation and communication from us is sent solely electronically, stored in a Document Library and fully accessible online for your clients and you.

The Scottish Widows Platform is designed for clients of financial advisers. Should a relationship between an adviser and their client end, the client's account access and options may be restricted.

Service and support

Our platform was built to allow advisers to self-serve as much as possible. But we realise there will be times when you need additional help and support. We are available to provide this to you in a number of different ways.

Website

The website is your hub of information from How To support for all those important processes, to access to all the documents you need to help your client make the right choices. All this can be found at **scottishwidows.co.uk/platform**. You will also hear about any business offers we currently have, as well as important news or information on changes to the platform.

Platform Web Chat

We provide real time support through webchat technology embedded on each page of the platform. You can 'chat' with the Customer Service Team online without needing to phone. They will have read only access to your screen, enabling them to see what you are seeing and resolve your query promptly. This facility is available during the working week, from 9am to 5pm, Monday to Friday.

Business Development Managers

Our business experts will work with you to determine exactly how our proposition can support your business – both now and in the future. They will also be on hand to help get you up and running on the platform.

Service Team

Our Service Team can be contacted in the following ways:

Mail

Scottish Widows Platform
PO Box 24065
1 Tanfield
Edinburgh
EH3 1EY

E-Mail

service@scottishwidowsplatform.co.uk

Telephone

0330 024 2345

Available Monday to Friday, 9am to 5pm. Calls may be recorded for training purposes.

To find out more about the Scottish Widows platform or to enquire about registering, visit **scottishwidows.co.uk/platform** or contact your Business Development Manager.

0330 024 2345

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Scottish Widows Platform is a trading name of Embark Investment Services Limited, a company incorporated in England and Wales (company number 09955930) with its registered office at 33 Old Broad Street, London, EC2N 1HZ. Embark Investment Services Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register number 737356).

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