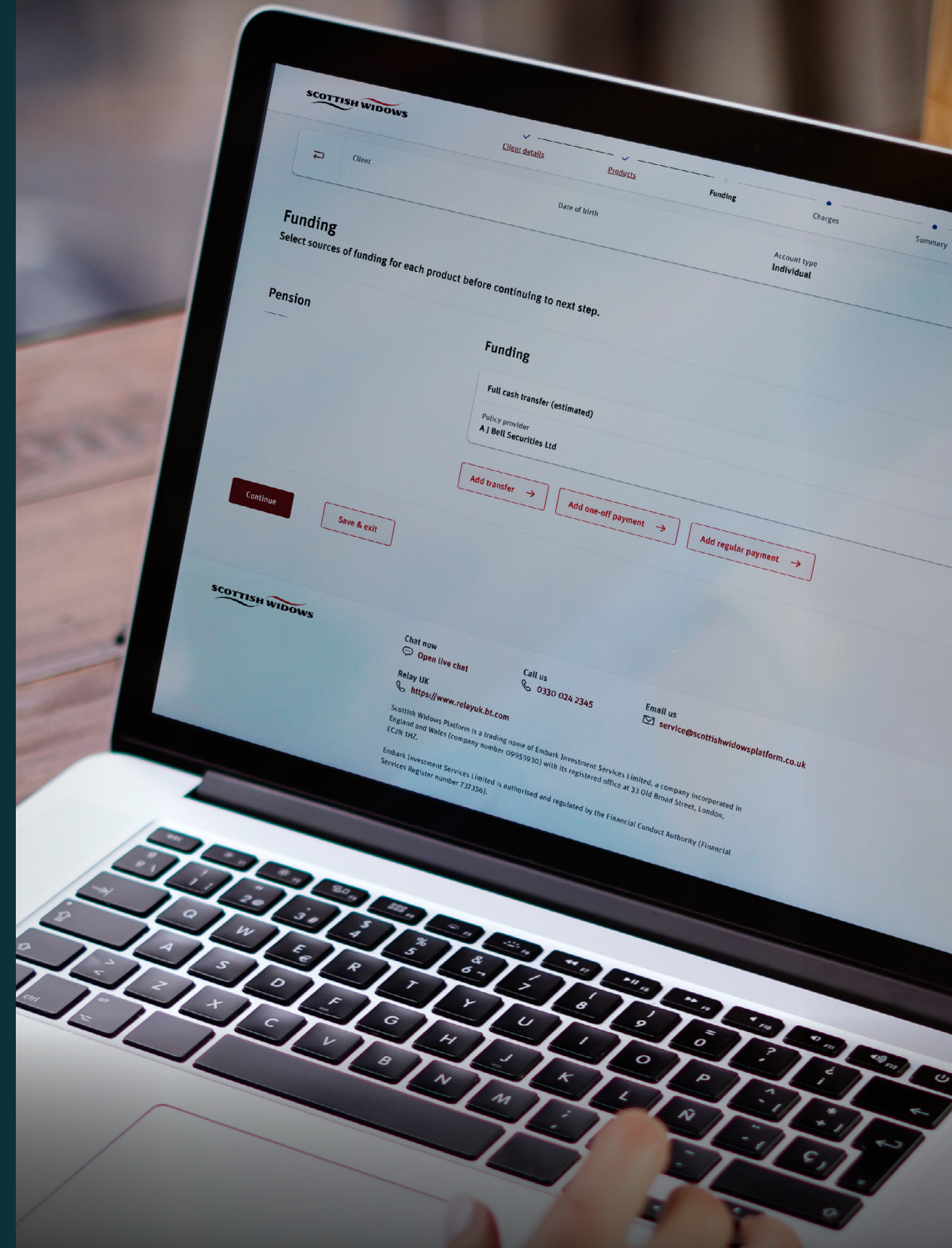


Scottish Widows Platform

Adviser guide to arranging pension benefits for clients on the platform

For Professional Advisers only



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The Scottish Widows Platform has been developed so you can manage your clients digitally without the need for paper or human intervention. Leading to Improved turnaround times and reducing the risk of errors.

Our intuitive system has been designed to ensure you have the most streamlined and efficient platform experience, with straight through digital journeys that save you time and money.

The following guide covers the digital journeys for how to arrange pension benefits for your clients.

Things to note before you start



Cash held in the account

There must be enough available to cover any payment you wish to arrange.

If there is not enough available then a payment may fail.



Updated client bank details

The client's bank details must be held on the system and be up to date.

You can check this by logging in to your client's dashboard and selecting client details on the navigation menu.

Managing your client's pension navigation



The screenshot displays the Scottish Widows client management interface. The top navigation bar includes a 'Hello' greeting, a 'My alerts' button, and a sidebar with various icons. The main content area is titled 'What would you like to do?' and features several action buttons: 'Create new illustration', 'Create new account', 'Existing account - new business', 'Work in Progress', 'Withdrawal', and 'Trade'. Below these is a 'Search clients' section with three tabs: 'Account', 'Individual', and 'Organisation'. The 'Individual' tab is selected, and a red dot marks the search input field. A red line connects this dot to a magnified view of the search results.

The magnified view shows the search results for 'EM1466750'. It displays a table with the following columns: 'Individual name', 'Account', 'Role type', and 'Account status'. The table contains one row: 'Anon Customer 381377', 'EM1466750', 'Individual', and 'Active'. A red dot marks the 'Individual' column header, and a red line connects it to a magnified view of the client details.

The magnified view of the client details shows the following information:

- Individual name:** Anon Customer 381377
- Account:** EM1466750
- Role type:** Individual
- Account status:** Active

Below the table, it says 'Showing 1 - 1 of 1 results for - EM1466750'. The client details are further broken down into sections:

- Total estimated current value:** £2,269,090.96
- Product cash:** £360,164.32
- Non cash investments:** £1,908,926.64
- Important Information:** Investments can go down as well as up. You may get back less than you originally invested. Scottish Widows Platform does not give financial or investment advice. You need to ensure you understand the risks and commitments before investing. If you are unsure you should consult a Financial Adviser before investing. Past performance should not be taken as an indication of future performance.
- My documents:** A list of documents including 'Charges Information (ID: 32386813)', 'Benefit Crystallisation Illustration', and 'Regular Statement', each with a 'View all' link.

To crystallise a pension or instruct an income payment:

1. Search for and select your client
2. Select the pension product

Managing your client's pension navigation



Scottish Widows Personal Pension (EM1466750-002) ▾

Overview Performance Investments Cash Transactions I want to: Select action ▾

Pay money in
👉 →

Trading
↔ →

Pension Management
☂ →

Total estimated current value;
£1,795,921.82
↗
No data to display

Cash available to spend ⓘ
£278,144.20

Total cash value ⓘ
£278,144.20

Investments value
£1,517,777.62
Non cash investments

← Back

Pension Management

Please note full Crystallisations keyed after 3pm will be rejected and will need to be rekeyed the next working day. Partial Crystallisation Events can be keyed after 3pm and these will be authorised the next working day.

Illustration - Crystallise pension benefits
📄 →

Illustration - What-if income
📄 →

Illustration - ad hoc
📄 →

Crystallise pension benefits
📄 **1** →

Edit existing pension withdrawals
📄 **2** →

Pension work in progress
⌚ →

Pension Details
☂ →

Next select the **Pension Management** tile.

There are a number of options within Pension Management, this guide will cover:

- 1 Crystallise pension benefits:**
 - a) Single crystallisation
 - b) Regular crystallisation (Drip-feed Drawdown)
 - c) Regular crystallisation edit options (accessed through Edit existing pension withdrawals tile)
- 2 Pension income payments (accessed through Edit existing pension withdrawals tile):**
 - a) One-off payment
 - b) Regular payments
 - c) Amending investment strategy

1) Crystallising pension benefits



When you click on the **Crystallise pension benefits** tile (see page before for navigation), you will be directed to a declarations page. Once you are happy with these declarations, tick the box to confirm and **Click to start process**.

[Back](#)

Important information

This note sets out various features for setting up and managing benefits through the Platform. It is critical that you read the information set out below, before proceeding. Further information can be found in our Literature Library, however, If you have any questions about the 'Crystallise pension benefits' section of the Platform, please contact us.

Action required before your client can take benefits

Documentation

Before crystallising any pension benefits, you will need to supply us with your client's:

- Proof of age;
- protection certificate, where applicable; and/or
- details of any pensions in payment before 6 April 2006.

If your client wishes to take Pension Commencement Lump Sum (PCLS) and Drawdown Pension due to ill health or serve ill health please phone us to discuss their options.

Realising sufficient available cash

We allow investments to be moved from an accumulation fund into drawdown, but any payments out will need to be taken from available cash within your client's Personal Pension cash facility. It is your responsibility to ensure that available cash is present.

Crystallisation and minimum values

The portal supports the full crystallisation of benefits. Full crystallisation will be permissible where a pensioner:

- 100% settled investments;
- no in-flight or future contributions;
- sufficient available cash to pay for adviser fees.

Drawdown payments

We realise your clients will have a variety of income requirements:

- a start date for their required income;
- the amount of annual income required; and
- income frequency

Non-automated benefits

The portal supports the payment of the following requests:

- 'Small pots' pension payment;
- serious ill health commutation;
- payment to an annuity provider using the open market option;
- transfer to another registered pension scheme;
- transfer to a qualifying recognised overseas pension scheme; and
- Uncrystallised Fund Pension Lump Sum (UFPLS) payment
- Pension Cash Lump Sum (PCLS) Payment

You can contact us and we will confirm what we need from you to complete these transactions.

Pension Splitting or Sharing Orders

Your client's Personal Pension may be, or become, the subject of a Pension Splitting or Sharing Order or

☐ Please click to confirm you have read and understood the information provided above:

[Click to start process](#)

1) Crystallising pension benefits



[Back](#)

Account:

1

Setup

2

Scheme 1

3

Income Payment Strategy

4

Submit

Step 1 Setup

Exit

Save

Next step

☒ PCLS and Flexi-Access Drawdown

☐ Single Crystallisation

☐ Regular Crystallisation

☐ Uncrystallised Funds Pension Lump Sum

On the next screen, choose which payment type is required - **PCLS and Flexi-Access Drawdown** or an **Uncrystallised Funds Pension Lump Sum (UFPLS)**. When you select the former, you will have the choice to then select **Single Crystallisation** or **Regular Crystallisation**.

Please contact customer services if you are looking to do an Annuity Purchase, Serious Ill Health or Standalone Lump Sum.

1a) Single crystallisation

Click Next Step.

Account: Anon Client

1

Setup

2

Scheme 1

3

Income Payment Strategy

4

Submit

Step 1 Setup

Exit

Save

Next step

☒ PCLS and Flexi-Access Drawdown

☐ Single Crystallisation

☐ Regular Crystallisation

☐ Uncrystallised Funds Pension Lump Sum

Annuity Purchase

Serious Ill Health

Stand Alone Lump Sum

Does your client have a pension, drawdown or annuity that commenced prior to 6 April 2006 that you have not previously informed the Platform of? Yes/No

If 'Yes', you should have received statements from another provider(s) confirming the maximum amount of income you are currently permitted to withdraw. Please send us these statements. If you do not have any statements, please send us the details . Failure to do so may delay the process.

☐ Yes

☒ No

Scheme	Drawdown Pension Fund	Uncrystallised Fund	Value available to crystallise*	Available cash	Select value to crystallise	Full crystallisation
Scottish Widows Personal Pension	£ 0.00	£ 1,795,921.82	£ 1,795,921.82	£ 278,144.20	<div>£<div>0</div></div>	<input type="checkbox"/>

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Annuity purchase age

Intended annuity purchase age (for illustration and drawdown purposes only) •

80

The annuity age must be a minimum of 10 years in the future for quotation purposes.

Specify the amount to be crystallised or click the box to indicate a full crystallisation.

Indicate whether the client has pension benefits that commenced pre 6th April 2006 that we have not previously been informed of.

1a) Single crystallisation

Indicate whether advice has been given and that the client has given authority to proceed.

Confirm that the **Protection Details** are correct, if they're not you will need to contact customer services to provide us with the correct details.

Scheme	First Access Drawdown Fund	Uncrystallised Fund	Value available to crystallise*	Available cash balance	Proposed crystallisation amount
Scottish Widows Personal Pension	£0.00	£1,795,921.82	£1,795,921.82	£278,144.20	£200000.00

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Has advice been given?

☐ Yes

☐ No

☐ I confirm my client has provided me with the authority to proceed.

Drawdown Details

Before 6 April 2024

Have there been any Benefit Crystallisation Events (BCEs) off platform prior to 6 April 2024?

☐ Yes

☒ No

Protection Details

If any of these details are incorrect please contact Customer Support

Fund Protection 2012 applied for on or after 15 March 2023.

☐ Please confirm the protection details listed above are correct and complete and still apply to this scheme.

Allowance Details

Lump Sum Allowance (LSA) details

LSA previously used in this account, as at 5 April 2024

£0.00

LSA previously used in this account, on or after 6 April 2024

£0.00

LSA used by benefits that commenced before 6 April 2006

£0.00

Other LSA used on or after 6 April 2024 you need to tell us about

£ | 0

LSA used by this crystallisation

£0.00

LSA used following this crystallisation

£0.00

Lump Sum and Death Benefit Allowance (LSDBA) details

LSDBA previously used in this account, as at 5 April 2024

£0.00

LSDBA previously used in this account, on or after 6 April 2024

£0.00

LSDBA used by benefits that commenced before 6 April 2006

£0.00

Other LSDBA used on or after 6 April 2024 you need to tell us about

£ | 0

LSDBA used by this crystallisation

£0.00

LSDBA used following this crystallisation

£0.00

If any **Lump sum allowance (LSA)** or **Lump Sum and Death Benefit Allowance (LSDBA)** has been used off platform (excluding arrangements that have been transferred to platform) it must be entered here.

1a) Single crystallisation

Complete the income details, if no income is required move to the **Payment Details** section.

Anything keyed here will overwrite any existing regular income arrangements. If a regular income is already set up, you will need to re-key details here to ensure it continues.

For example if current income is £500 per month, and you wish for this to continue, key £500 and select monthly. If current income is £400 and you wish to increase this to £450, key £450 and select monthly.

Pension Commencement Lump Sum (PCLS)

Current PCLS entitlement	£50,000.00
Available cash after deduction of tax free lump sum	£278,144.20
Select value of PCLS to take	0.00
PCLS/Lump sum payment	£0.00

Drawdown

Net fund movement to drawdown	£200,000.00
-------------------------------	-------------

Movement to Flexi-Access

Income to take from Flexi-Access Drawdown			
Net fund movement to Flexi-Access Drawdown	£200,000.00		
Withdraw	£ 0	Income at a frequency of	Monthly
First Payment Date		Must be a minimum of 10 working days in the future	
Is the client a higher rate tax payer?	<input type="checkbox"/>		

Payment Details

Destination Account*	80660698-110003
----------------------	-----------------

*We require a bank account to be recorded against the account and verified for withdrawals before we can pay to either a bank account or a general investment account. Please add a bank account if one is not yet recorded.

Callouts:

- PCLS Value:** Please confirm the value of the PCLS you wish to take, if this is lower than the entitlement, you will need to check the box to confirm you are aware this choice cannot be changed once the benefit crystallisation event (BCE) has been authorised.
- Withdrawal Amount:** Indicate the **Destination Account**, if the bank account has not been loaded on platform you will need to add it under **Client Details**.

1a) Single crystallisation



Account: Anon Client 266544 (EM1466750)

1 Setup

2 Scheme 1

3 Income Payment Strategy

4 Submit

Step 3 Income Payment Strategy

Exit Save Previous step Next step

Scheme	Drawdown Pension Fund*	Uncrystallised Fund*	Value available to crystallise**	Available cash balance
Scottish Widows Personal Pension	£0.00	£1,795,921.82	£1,795,921.82	£278,144.20

ⓘ

 * where applicable the mid-market valuation has been used for equities

Movement to Flexi-Access Drawdown Arrangement

Income required

£0.00 Monthly

Select Assets to be regularly sold in order to raise this income

☒ Select assets

☐ Proportional sell

Investment	Market Value	Allocation (%)
GBP Cash	£278,144.20	<input type="text" value="0"/>
Fundsmith Equity I Inc	£258,337.88	<input type="text" value="0"/>
IFSL Eventide Gbl Inc C Inc GBP	£85,079.94	<input type="text" value="0"/>
WS Guinness Gbl Eq Inc Y Inc	£117,667.16	<input type="text" value="0"/>
FTF CtrBdgGblInfl W Inc GBP	£228,639.54	<input type="text" value="0"/>
GuardCap Global Equity I Inc GBP	£267,760.27	<input type="text" value="0"/>
Ishares Iv PLC	£119,949.04	<input type="text" value="0"/>

If you input details of a regular income to be set up, you will need to select assets which should be sold down to generate regular income. You can choose **Select assets** or **Proportional sell**.

Once you have done this, or if no regular income is required, click **Next step**.

1a) Single crystallisation

1

2

3

4

Setup

Scheme 1

Income Payment Strategy

Submit

Step 4 Submit

EXIT

Save

Previous step

Scheme	Drawdown Pension Fund	Uncrystallised Fund	Value available to crystallise*	Available cash balance
SCHOTTIS WIDOWS PERSONAL PENSION	£0.00	£1,890,422.89	£1,890,422.89	£12,812.27

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Declarations

I confirm I have provided to my client a drawdown illustration on which my client's election to take drawdown is based, and have the authority from the client to make the following declarations on the client's behalf.

☐

I declare on behalf of my client that they do not intend to rejoin their Pension Commencement Lump Sum (PCLS).

☐

I declare on behalf of my client, that in the event that the payment of any PCLS to my client is deemed by HM Revenue and Customs to be an unauthorised client payment, my client agrees to indemnify and compensate for any charges or losses that are incurred by it as a result of such unauthorised client payments being made.

☐

I declare on behalf of my client that the Benefit Crystallisation Event (BCE) will not result in a lifetime allowance charge in excess of the amount recorded in the preceding "taking benefits" screens.

☐

I declare on behalf of my client that the information provided in the preceding screens regarding my client's Standard Lifetime Allowance is true and correct. I understand that Embark will report any Lifetime Allowance charge to HM Revenue & Customs in respect of this pension benefit event and my client will pay any charge when due.

☐

I confirm I have provided my client with all relevant information regarding remuneration, charges and investment risks in relation to the income prior to my client instructing me to proceed with this instruction.

☐

I confirm my client has elected to take retirement benefits on the drawdown basis. I confirm my client has read and understood the appropriate personal pension terms and conditions and has confirmed herein to willing to be bound by them. I confirm my client has given me authority to accept the terms on his/her behalf and to apply on his/her behalf to take retirement benefits on a drawdown basis.

☐

I confirm that my client has agreed to be bound by the rules of the schemes which comprise the pension and that I have informed my client that copies of these rules are available from us on request.

☐

Produce Sign Up Documents

Client documents

Name	Date Requested	Status	Include	Consolidate
Benefit Crystallisation Illustration	02-Dec-23 12:08 pm	Complete	Required	<input type="checkbox"/>
Charges Information (ID: 21752973)	07-Dec-23 12:08 pm	Complete	Required	<input type="checkbox"/>

To consolidate the above client specific documentation into one printable version please select each of the documents required once they have completed and then generate a consolidated version by clicking the following button.

Consolidate documents

Submit

Click each box to confirm all Declarations.

To view or print the client documents click on **Complete**.

Click **Submit**.

To consolidate documents, click the consolidate boxes and then the **Consolidate documents** button. Documents will also be uploaded to the client's document library.



1b) Regular crystallisation

– navigating to the Drip-feed Drawdown journey

Scottish Widows Personal Pension (EM1466750-002) ▾

Overview Performance Investments Cash Transactions I want to: Select action ▾

Pay money in
👉 →

Trading
↔ →

Pension Management
☂ →

Total estimated current value;
£1,795,921.82
~↑
No data to display

Cash available to spend ⓘ
£278,144.20

Total cash value ⓘ
£278,144.20

Investments value
£1,517,777.62
Non cash Investments

🔙 Back

Pension Management

Please note full Crystallisations keyed after 3pm will be rejected and will need to be rekeyed the next working day. Partial Crystallisation Events can be keyed after 3pm and these will be authorised the next working day.

Illustration - Crystallise pension benefits
📄 →

Illustration - What-if income
📄 →

Illustration - ad hoc
📄 →

Crystallise pension benefits
💰 →

Edit existing pension withdrawals
📄 →

Pension work in progress
⌚ →

Pension Details
☂ →

You may have heard the **Regular Crystallisation** journey referred to as **Drip-Feed Drawdown**.

To navigate to this journey:

- 1) Select the **Pension Management** tile
- 2) Then **Crystallise pension benefits**.



1b) Regular crystallisation - step 1

Step 1 Setup

1 Setup 2 Scheme 1 3 Income Payment Strategy 4 Submit

Exit Save Next step

☒ PCLS and Flexi-Access Drawdown
☐ Single Crystallisation
☒ Regular Crystallisation
☐ Uncrystallised Funds Pension Lump Sum

For the following requests, please contact the Customer Services team.

Annuity Purchase
Serious Ill Health
Stand Alone Lump Sum

Does your client have a pension, drawdown or annuity that commenced prior to 6 April 2006 that you have not previously informed the Platform of? Yes/No
If 'Yes', you should have received statements from another provider(s) confirming the maximum amount of income you are currently permitted to withdraw. Please send us these statements. If you do not have any statements, please send us the details. Failure to do so may delay the process.

☐ Yes
☒ No

Scheme	Drawdown Pension Fund	Uncrystallised Fund	Value available to crystallise*	Available cash	Has advice been given?
Scottish Widows Personal Pension	£ 0.00	£ 62,447.00	£ 62,447.00	£ 17,000.00	<input type="radio"/> Yes <input checked="" type="radio"/> No

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Scottish Widows Personal Pension

Specify a different initial crystallisation amount? ☒

Value of initial crystallisation 200.00

Value of regular crystallisation 100.00

Frequency of crystallisation Quarterly

Annuity purchase age

Intended annuity purchase age (for illustration and drawdown purposes only) 90

Next step

Select **Regular Crystallisation** for Drip-feed Drawdown.

You can select a different initial amount from the subsequent regular payment.

Options to set up monthly, quarterly, half yearly and annually.

This must be a minimum of ten years in the future for quotation purposes.

Select **PCLS And Flexi-Access Drawdown**.

Then select **Regular Crystallisation**.

In **Step 1** you will be asked the amount you want to crystallise (you can select a different initial amount from the subsequent regular payments) and the frequency of the payment.

Note, when you set this up, it will not cancel any existing pension payment. The frequency and date of the existing payment will be changed to match with the new regular crystallization, but the existing amount itself will not alter.

Once you've completed everything, select **Next Step**.

1b) Regular crystallisation - step 2



1 Setup
2 **Scheme 1**
3 Regular Crystallisation Strategy
4 Submit

Step 2 Scheme 1
Exit Save Previous step Next step

Scheme	Flex-Access Drawdown Fund	Uncrystallised Fund	Value available to crystallise*	Available cash balance	Proposed initial crystallisation amount	Proposed regular crystallisation amount	Frequency
Scottish Widows Personal Pension	£0.00	£62,447.00	£62,447.00	£17,000.00	£200.00	£100.00	Quarterly

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

☒ I confirm my client has provided me with the authority to proceed.

Drawdown Details

Before 6 April 2024

Have there been any Benefit Crystallisation Events (BCEs) off platform prior to 6 April 2024?

☐ Yes

☒ No

Protection Details

No protection details have been recorded against this scheme

☒ Please confirm the protection details listed above are correct and complete and still apply to this scheme.

Allowance Details

Lump Sum Allowance (LSA) details

LSA previously used in this account, as at 5 April 2024

£0.00

LSA previously used in this account, on or after 6 April 2024

£0.00

LSA used by benefits that commenced before 6 April 2006

£0.00

Other LSA used on or after 6 April 2024 you need to tell us about

£ 0

LSA used by this initial crystallisation

£0.00

LSA used by the regular crystallisation

£0.00

Lump Sum and Death Benefit Allowance (LSDBA) details

LSDBA previously used in this account, as at 5 April 2024

£0.00

LSDBA previously used in this account, on or after 6 April 2024

£0.00

LSDBA used by benefits that commenced before 6 April 2006

£0.00

Other LSDBA used on or after 6 April 2024 you need to tell us about

£ 0

LSDBA used by this initial crystallisation

£0.00

LSDBA used by the regular crystallisation

£0.00

It is important to continue to review the usage of these allowances throughout the active period of the regular crystallisation.

Confirm that the Protection Details are correct, if they're not you will need to contact customer services to provide us with the correct details.

If any **Lump sum allowance (LSA) or Lump Sum and Death Benefit Allowance (LSDBA)** has been used off platform (excluding arrangements that have been transferred to platform) it must be entered here.

For **Step 2** we ask you to confirm you have the authority to proceed on behalf of your client as well as details of any existing benefit crystallisation events, protections and allowances.



1b) Regular crystallisation - step 2

Pension Commencement Lump Sum (PCLS)

PCLS entitlement for initial crystallisation	£50.00
PCLS entitlement for regular crystallisation	£25.00
Select value of PCLS to take from Initial Crystallisation	<input type="text" value="50.00"/>
Select value of PCLS to take from Regular Crystallisation	<input type="text" value="25.00"/>
Net fund movement to drawdown for initial crystallisation	£200.00
Net fund movement to drawdown for regular crystallisation	£100.00

Drawdown

Proposed initial designation	£150.00	<input checked="" type="checkbox"/> Take full value
Gross income required for initial crystallisation	<input type="text" value="£ 150.00"/>	
Proposed regular designation	£75.00	<input checked="" type="checkbox"/> Take full value
Gross income required for regular crystallisation	<input type="text" value="£ 75.00"/>	

Movement to Flexi-Access

First Payment Date Must be a minimum of 12 working days in the future

Payment Details

Destination Account*

The payment date selected here will also apply to any existing regular income payments (that are not already in progress). Existing regular income will also be paid to the destination account selected.

If you were to enter a PCLS value, that was less then the entitlement we'll ask you to confirm this is correct.

This is the amount(s) moving to drawdown.

You can enter the amount of income (or chose the full value).

Payment date needs to be between 1 and 28 and at least 12 working days in the future.

Our system will carry out a number of automatic checks and validations during this period to ensure the payment proceeds successfully. The cut off time for new instructions is 4pm. Instructions keyed onto the platform after 4pm will be carried forward into the following working day, and this will become day 1.

Destination account can be a bank account or a client's GIA.

If the bank account has not been loaded onto the platform you will need to add this.

If there is a need for more than one destination account, please contact operations.

You are then asked to supply details of the Pension Commencement Lump Sum (PCLS), income amount, payment date and destination account.

1b) Regular crystallisation - step 2



Summary

You have elected to take:

Initial Crystallisation

Value of initial crystallisation

£ 200.00

PCLS

£50.00

Additional Income

£150.00

Total Initial Income

£200.00

Regular Crystallisation

Value of regular crystallisation

£100.00

PCLS

£25.00

Frequency of crystallisations

Quarterly

Additional Income

£75.00

Annualised total income

£400.00

Lump sum allowance proposed first crystallisation will use

£50.00

Total lump sum allowance used

£50.00

Lump Sum Death Benefit Allowance first crystallisation will use

£50.00

Total Lump Sum Death Benefit Allowance used

£50.00

Previous step

Next step

A summary is then presented playing back the details you've entered.

After this has been reviewed, you can select **Next step**.

1b) Regular crystallisation - step 3



Step 3 Regular Crystallisation Strategy

Exit Save Previous step Next step

Scheme	Drawdown Pension Fund*	Uncrystallised Fund*	Value available to crystallise**	Available cash balance
Scottish Widows Personal Pension	£0.00	£62,447.00	£62,447.00	£17,000.00

Scheme 1 Regular Crystallisation Strategy

Initial PCLS required	£50.00
Regular PCLS required	£25.00 Quarterly
First year PCLS required	£125.00
Initial Income required	£150.00
Regular Income required	£75.00 Quarterly
First year Income required	£375.00

Please select a disinvestment strategy in order to raise cash to fund the payments. Please note that the sale proceeds of certain assets will be subject to trading costs which will lower the realised amount. Also note that Exchange Traded Instruments may have high unit prices which could mean they are inappropriate for selection where payment values are relatively low.

☒ Select assets ☐ Proportional sell

Investment	Market Value	Allocation (%)
GBP Cash	£17,000.00	10.00
M&G Japan A Acc GBP	£10,014.00	30.00
7IM AAP Adventurous C Acc	£23,433.00	30.00
Marlborough Defensive B Acc	£12,000.00	30.00
		100%

Previous step Next step

If you select **Proportional sell**, the allocation % boxes will be blocked out.

For **Step 3** you need to select a disinvestment strategy to ensure there is enough cash held to generate a payment.

As this is a regular payment you will have two options: **Select assets** or **Proportional sell**.

To help ensure payments are made successfully, the platform will disinvest up to 110% of the required payment amount. Any surplus not used for the payment will be held in available cash on the account.

1b) Regular crystallisation - step 4



1 Setup 2 Scheme 1 3 Regular Crystallisation Strategy 4 Submit

Step 4 Submit

Exit Save Previous step

* the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Declarations

I can confirm I have provided to my client a drawdown illustration on which my client's election to take drawdown is based, and have the authority from the client to make the following declarations on the client's behalf. ☒

I declare on behalf of my client that they do not intend to recycle their Pension Commencement Lump Sum (PCLS). ☒

I declare on behalf of my client, that in the event that the payment of any PCLS to my client is deemed by HM Revenue and Customs to be an unauthorised client payment, my client agrees to indemnify and compensate for any charges or losses that are incurred by it as a result of such unauthorised client payments being made. ☒

I confirm that my client has elected to take retirement benefits as a regular crystallisation into Flexi-Access Drawdown. I confirm my client has read and understood the applicable personal pension terms and conditions and has confirmed they are willing to be bound by them. I confirm my client has given me authority to accept the terms on his/her behalf and to submit the regular crystallisation as instructed. ☒

Click each box to confirm all declarations.

Produce Sign Up Documents

Client documents

Name	Date Requested	Status	Include	Consolidate
Benefit Crystallisation Illustration	03-Mar-25 4:15 pm	Complete	Required	<input type="checkbox"/>
Charges Information (ID: 29752007)	03-Mar-25 4:15 pm	Complete	Required	<input type="checkbox"/>

To consolidate the above client specific documentation into one printable version please select each of the documents required once they have completed and then generate a consolidated version by clicking the following button.

Consolidate documents

Submit

Previous step

To consolidate documents, click the consolidate boxes and then the Consolidate documents button. Documents will also be uploaded to the client's document library.

For the last stage (**Step 4**) you need to review and agree the declarations. Client documents will also be produced.

Once you are happy you can select **Submit**.


Our platform will then produce several checks as it processes the request:

Things to note:

- If there is not enough accumulation funds the process will be cancelled (the crystallisation and any scheduled payments).
- If the PCLS is less than expected, the system will not cancel the crystallisation. It will instead restrict the PCLS based on availability (even if the PCLS level is zero). If the PCLS is zero you will receive a platform alert.

1c) Regular crystallisation - edit options



 **SALS**
2,645,593.03

Launch Apps

Account Type
Individual

Account Code

Adviser

Arrangement	Arrangement Type	Current value	Gross income paid to date in current pension year	Current pension year GAD maximum	Pension year end date	Next GAD review	GAD Percent
Scottish Widows Personal Pension							
SIPP Accumulation 1	Accumulation	£2,324,887.87	£0.00	£0.00	N/A	N/A	0.00%
SIPP Crystallised 2	Flexi 1	£319,111.91	£0.00	N/A	31/01/2026	N/A	N/A
SIPP Crystallised 3	Flexi 2	£0.00	£0.00	N/A	31/12/2025	N/A	N/A
SIPP Crystallised 4	Flexi 3	£0.00	£0.00	N/A	18/01/2026	N/A	N/A
SIPP Crystallised 5	Flexi 4	£1,593.26	£0.00	N/A	03/09/2025	N/A	N/A
Total		£2,645,593.04	£0.00				

Choose an Arrangement

SIPP Accumulation 1

Please select the accumulation arrangement if you wish to edit/cancel the regular crystallisation instruction.

Please confirm which of the following apply:

☒ Edit regular crystallisation

☐ Edit regular crystallisation strategy

☐ Cancel regular crystallisation

☐ Review Benefit Allowances

Go

You will need to select an 'Accumulation' arrangement to see the options for regular crystallisation.

You can access edit regular crystallisation options through the **Edit existing pension withdrawals** journey (details on navigation are at the start of this document).

To amend an in force regular crystallisation, you will need to select an arrangement with 'Accumulation' in the title.

This is to make these distinct from any existing income arrangements (those will have 'Crystallised' in the title).

The edit options are:

- Edit regular contributions
- Edit regular crystallisation strategy
- Cancel regular crystallisation
- Review Benefit Allowances

Note, if there is a regular crystallisation payment in flight this will not be impacted by completing any of these options.

1c) Regular crystallisation - edit regular step 1



Please confirm which of the following apply:

- ☒ Edit regular crystallisation
- ☐ Edit regular crystallisation strategy
- ☐ Cancel regular crystallisation
- ☐ Review Benefit Allowances

Go

1 Scheme 1 **2** Withdrawal **3** Submit

Step 1 Scheme 1 Exit Save Next step

Please confirm that advice has been given ☒

☒ I confirm my client has provided me with the authority to proceed.

Drawdown Details

Before 6 April 2024
Have there been any Benefit Crystallisation Events (BCEs) off platform prior to 6 April 2024?
☒ Yes
☐ No

Do you know the allowance amounts for these BCEs?
☒ Yes
☐ No

Protection Details

No protection details have been recorded against this scheme
☒ Please confirm the protection details listed above are correct and complete and still apply to this scheme.

Allowance Details

Lump Sum Allowance (LSA) details
LSA previously used in this account, as at 5 April 2024
£6,365.50
LSA previously used in this account, on or after 6 April 2024
£1,671.11
LSA used by benefits that commenced before 6 April 2006
£0.00
Other LSA used as at 5 April 2024 you need to tell us about
£ 1001.0000
Other LSA used on or after 6 April 2024 you need to tell us about
£ 1002.0000
LSA used by the regular crystallisation
£200.00

Lump Sum and Death Benefit Allowance (LSDBA) details
LSDBA previously used in this account, as at 5 April 2024
£6,365.50
LSDBA previously used in this account, on or after 6 April 2024
£1,671.11
LSDBA used by benefits that commenced before 6 April 2006
£0.00

Selecting '**Edit regular crystallisation**' will take the user into a journey similar to when they first set up the regular crystallisation.

The difference this time is that the information previously entered is played back to you, with the opportunity to amend.

This section confirms you have the authority to proceed on behalf of your client as well as details of any existing benefit crystallisation events, protections and allowances.

1c) Regular crystallisation - edit regular step 1



Current Summary	
Regular crystallisation amount	£800.00
Frequency of crystallisation	Monthly
Estimated PCLS	£200.00
Regular income	£600.00

Drawdown	
Proposed regular crystallisation amount	500
Current accumulation fund	£2,324,887.87
Frequency of crystallisation	Quarterly

Pension Commencement Lump Sum (PCLS)	
PCLS entitlement for regular crystallisation	£125.00
Select value of PCLS to take from Regular Crystallisation	125
Please confirm you wish to take less than the PCLS entitlement and are aware the choice cannot be revisited once the BCE has been authorised	<input type="checkbox"/>
PCLS/Lump sum payment from Regular Crystallisation	£125.00

Drawdown	
Net fund movement to drawdown for regular crystallisation	£375.00

Drawdown	
You are allocated in more than 50% of cash like investments (either directly cash or an asset with a high cash weighting) and your investments are at risk of inflation erosion. I confirm I wish to proceed on this basis.	
Proposed regular designation	£375.00
Gross income required for regular crystallisation	£ 375.00 <input checked="" type="checkbox"/> Take full value

Payment Details	
Destination Account*	7673567546745
Next Payment Date	23/03/2025 <input type="text"/> Must be a minimum of 12 working days in the future
The payment date selected here will also apply to any existing regular income payments (that are not already in progress). Existing regular income will also be paid to the destination account selected.	

Summary	
Lump sum allowance proposed first crystallisation will use	£125.00
Total lump sum allowance used	£10,164.61
Lump Sum Death Benefit Allowance first crystallisation will use	£125.00
Total Lump Sum Death Benefit Allowance used	£10,164.61

Next step

A summary is shown with details of the PCLS, crystallisation amounts and frequency, amount to be allocated to drawdown and payment details.

Any amends you make will be reflected in the new summary.

If you are happy with this, you can select **Next Step**.

1c) Regular crystallisation - edit regular step 2



1

2

3

Scheme 1

Withdrawal

Submit

Step 2 Withdrawal

Exit

Save

Previous step

Next step

Scheme	Drawdown Pension Fund*	Uncrystallised Fund*	Value available to crystallise**	Available cash balance
Scottish Widows Personal Pension	£320,705.17	£2,324,887.87	£2,324,887.87	£2,324,378.59
Total	£320,705.17	£2,324,887.87	£2,324,887.87	£2,324,378.59

Scheme 1 Regular Crystallisation Strategy

Regular PCLS required

£125.00 Quarterly

Regular Income required

£375.00 Quarterly

Please select assets to be regularly sold in order to raise the cash to fund the payments. However, please note that the sale proceeds of certain assets will be subject to trading costs which will lower the realised amount. Also note that certain Exchange Traded Instruments may have high unit prices which could mean they are inappropriate for selection where payment values are low.

Select assets

Proportional sell

Investment

Market Value

Allocation (%)

GBP Cash

£2,326,873.03

50.00

M&G Asian A Acc GBP

£318,720.00

50.00

100%

Previous step

Next step

You can review/select your investment strategy (having previously chosen either **Select assets** or **Proportional sell**).

1c) Regular crystallisation - edit regular step 3



1 Scheme 1 2 Withdrawal 3 Submit

Step 3 Submit Exit Save Previous step

ⓘ * the amount available to crystallise does not include any pending transactions ensure only used once in the journey

Declarations

I can confirm I have provided to my client a drawdown illustration on which my client's election to take drawdown is based, and have the authority from the client to make the following declarations on the client's behalf. ☒

I declare on behalf of my client that in the event that the payment of any Flexi-Access Drawdown benefits to my client is deemed by HM Revenue and Customs to be an unauthorised client payment, my client agrees to indemnify and compensate for any charges or losses that are incurred by it as a result of such unauthorised client payments being made. ☒

I confirm that my client has elected to amend the regular crystallisation into Flexi-Access Drawdown. I confirm my client has read and understood the applicable personal pension terms and conditions and has confirmed they are willing to be bound by them. I confirm my client has given me authority to accept the terms on his/her behalf and to amend the regular crystallisation as instructed. ☒

Produce Sign Up Documents

Client documents

Name	Date Requested	Status	Include	Consolidate
Benefit Crystallisation Illustration	03-Mar-25 4:32 pm	Complete	Required	<input type="checkbox"/>
Charges Information (ID: 29752024)	03-Mar-25 4:32 pm	Complete	Required	<input type="checkbox"/>

ⓘ To consolidate the above client specific documentation into one printable version please select each of the documents required once they have completed and then generate a consolidated version by clicking the following button.

Consolidate documents Submit Previous step

For the last step (**Step 3**) you need to review and agree the declarations. Revised client documents will also be produced.

Once you are happy you can select **Submit**.

1c) Regular crystallisation - edit regular step 3



Please confirm which of the following apply:

- ☐ Edit regular crystallisation
- ☒ Edit regular crystallisation strategy
- ☐ Cancel regular crystallisation
- ☐ Review Benefit Allowances

Go

1

Strategy

Step 1 Strategy

Exit

Save

Personal Pension Drawdown Arrangement Accumulation

Regular PCLS required:200.00

Regular Income required:600.00

Frequency required:Monthly

If there is an in-progress regular crystallisation scheduled for payment within the next 12 working days then these changes will take effect from the following regular crystallisation.

Please select assets to be regularly sold in order to raise cash to fund the payments. Please note that the sale proceeds of certain assets will be subject to trading costs which will lower the realised amount. Also note that certain Exchange Traded Instruments may have high unit prices which could mean they are inappropriate for selection where payment values are low.

Select assets to be regularly sold in order to raise this income

☒ Select assets

☐ Proportional sell

Investment	Available Units	Market Value	Allocation (%)
GBP Cash		£2,326,873.03	<input type="text" value="50.00"/>
M&G Asian A Acc GBP	10,000.0000	£318,720.00	<input type="text" value="50.00"/>
		£2,645,593.03	100.00%

Please confirm if advice has been given on this process ☒

Please confirm authority to proceed has been obtained from the client ☒

Submit

You might use **Edit regular crystallisation strategy** if you have an asset selected that is running low or you want to replace, or if you want to change the proportions selected.

1c) Regular crystallisation – cancel regular



Please confirm which of the following apply:

- ☐ Edit regular crystallisation
- ☐ Edit regular crystallisation strategy
- ☒ Cancel regular crystallisation
- ☐ Review Benefit Allowances

Go

Current Summary

Regular crystallisation amount	£ 800.00
Frequency of crystallisation	Monthly
Date of next crystallisation	23/03/2025
Estimated PCLS	£ 200.00
Current regular income	£ 600.00

Exit

Cancel regular crystallisation

If there is an in-progress regular crystallisation scheduled for payment within the next 12 working days then it cannot be cancelled, however all subsequent crystallisations will be cancelled with this instruction.

Selecting **Cancel regular crystallisation** will play back a current summary of what is set up and let you cancel it completely.

1c) Regular Crystallisation – review benefit allowances



Please confirm which of the following apply:

☐

 Edit regular crystallisation

☐

 Edit regular crystallisation strategy

☐

 Cancel regular crystallisation

☒

 Review Benefit Allowances

Go

Lump Sum Allowance

Lump Sum Allowance previously used in this account, as at 5 April 2024 (£)

6,365.50

Lump Sum Allowance previously used in this account, on or after 6 April 2024 (£)

1,671.11

Lump Sum Allowance used by benefits that commenced before 6 April 2006 (£)

0.00

Lump Sum Allowance used off platform as at 5 April 2024 (£)

1,001.00

Lump Sum Allowance used off platform on or after 6 April 2024 (£)

1,002.00

Total known Lump Sum Allowance used (£)

10039.61

Lump Sum Death Benefit Allowance

Lump Sum Death Benefit Allowance previously used in this account, as at 5 April 2024 (£)

6,365.50

Lump Sum Death Benefit Allowance previously used in this account, on or after 6 April 2024 (£)

1,671.11

Lump Sum Death Benefit Allowance used by benefits that commenced before 6 April 2006 (£)

0.00

Lump Sum Death Benefit Allowance used off platform as at 5 April 2024 (£)

1,003.00

Was part of this amount used in respect of a Serious Ill Health Lump Sum taken prior to age 75?

☐ Yes

☒ No

Lump Sum Death Benefit Allowance used off platform on or after 6 April 2024 (£)

1,004.00

Total known Lump Sum Death Benefit Allowance used (£)

10043.61

I can confirm that I have reviewed the above details and where necessary updated the Lump Sum Allowance and Lump Sum Death Benefit Allowance used off platform.

☐

I declare on behalf of my client that they have agreed to notify Embark immediately if a scheduled regular Benefit Crystallisation Event will result in their remaining Lump Sum Allowance or Lump Sum Death Benefit Allowance being exceeded. If benefits are paid in excess of their allowances, I confirm that I have made my client aware that they will be liable losses arising, either directly or indirectly, as a consequence of any failure to provide prior notification of this.

☐

Submit

Cancel

The final option **Review Benefit Allowances** allows you to update details on any off-platform allowance usage of the Lump Sum Allowance and the Lump Sum Death Benefit Allowance.

You can store this on the platform by selecting **Submit**.

2) Pension Payments



[Back](#)

Pension Management

Please note Full Crystallisations keyed after 3pm will be rejected and will need to be rekeyed the next working day. Partial Crystallisation Events can be keyed after 3pm and these will be authorised the next working day.

Illustration - Crystallise pension benefits

Illustration - What-if income

Illustration - ad hoc

Crystallise pension benefits

Edit existing pension withdrawals

Pension work in progress

Pension Details

If a sale of investments is required to fund a pension payment, please ensure this is keyed and settled prior to instructing the pension payment.

Arrangement	Arrangement Type	Current value	Gross income paid to date in current pension year	Current pension year GAD maximum	Pension year end date	Next GAD review	GAD Percent
Scottish Widows Personal Pension							
SIPP Crystallised 1	Flexi 1	£7,366.67	£125.00	N/A	30/11/2024	N/A	N/A
Total		£7,366.67	£125.00				

Choose an Arrangement SIPP Crystallised 1

Please confirm which of the following apply:

☒ Take a one-off payment

☐ Change level of income/Payment details

☐ Edit income payment strategy

Go

Select the type of change you would like to make:

- Take a one-off payment** – must be taken from available cash
- Change level of income/Payment details** – start or change the amount of regular income or the bank details this is paid to
- Edit income payment strategy** – change the assets that income is paid from.

Click **Go**.

To set up a pension payment, select **Edit existing pension withdrawals** from **Pension Management** (you can find details on how to navigate to this tile at the start of this guide).

- To select an existing income drawdown arrangement, you will need to choose an arrangement which has 'Crystallised' in the title.
- To amend an in force regular crystallisation, you will need to select an arrangement with 'Accumulation' in the title (section 1b covers the journey for this).

You will then be able to select the type of change you would like to make.

Either:

- Take a one-off payment**
- Change level of income/Payment details**
- Edit income payment strategy**

2a) Pension Payments – take a one-off payment

Back

Account: ARN PENUFPLS Account (EM1738877)

1

Drawdown One-Off Payment

Step 0

Exit

Save

Flexi 1 - Income details

Age:

71

Date of pension year end:

30/11/2024

Current annual income level:

£1,500.00

Income taken to date in current pension year:

£125.00

Maximum one-off payment:

£7,366.67

Available cash:

£7,366.67

Select gross amount you wish to take as a one off payment:

0.00

Flexi 1 - Payment details

Payment Out Destination :

Bank Account

Destination Account* :

00003036-070116

If the payment needs to go to more than one destination account, please contact Customer Services.

*We require a bank account to be recorded against the account and verified for withdrawals before we can pay to either a bank account or a general investment account. Please add a bank account if one is not yet recorded.

Generate Document

Name

Date Requested

Status

Submit

Input the gross amount you would like to take as a one-off payment.

Select the **Destination Account**.

If you select to **Generate Document**, this will produce an income illustration that will be uploaded to the client's document library.

Once you are happy to proceed click **Submit**.

2b) Pension Payments – change the level of income/payment details

Account: ARN PENUFPLS Account (EM1738877)

1 Edit Income 2 Strategy 3 Summary

Step 1 Edit Income

Exit Save Next step

Income details

Age:	70
Date of pension year end:	30/11/2024
Current value of arrangement:	£7,366.67
Current annual income:	£1,500.00
Current regular income amount:	£125.00
Current payment frequency:	Monthly
Next payment date:	18/01/2024
Current pension year income	
Income taken to date in current pension year:	£125.00
Maximum gross income remaining in the current pension year:	N/A
Revised annual income level required for the remainder of the current pension year:	N/A
Regular pension income	
Elected income previously set up	£0.00
Annual income required	£ <input type="text"/>

Payment Details

Payment frequency: Monthly

Start date: 18/01/2024

Must be a minimum of 10 working days in the future

Payment Out Destination : Bank Account

Destination account* : 00003036-070116

Note: Any change made here to payment frequency, date or destination account will be applied across all crystallised arrangements.

*We require a bank account to be recorded against the account and verified for withdrawals before we can pay to either a bank account or a general investment account. Please add a bank account if one is not yet recorded.

Summary

You have elected to take:

Current pension year	Regular pension income
N/A	Annual income of GBP
	Paid in payments of GBP
	Starting on

Input the **Annual income required**. Please note, this is the total amount customer will receive annually.

A summary of the chosen income will be displayed at the bottom of the page.

Click **Next step**.

Select the **Payment frequency**, **Start date** and **Destination account**.

2b) Pension Payments – change the level of income/payment details

Account: ARN PENUFPLS Account (EM1738877)

1 Edit Income 2 Strategy 3 Summary

Step 2 Strategy Exit Save Previous step Next step

Scottish Widows Personal Pension Drawdown Arrangement Flexi 1

Current regular Income payment: -

Frequency: Monthly

Annual income: £1,400.00

Select assets to be regularly sold in order to raise this income

☒ Select assets ☐ Proportional sell

Investment	Available Units	Market Value	Allocation (%)
GBP Cash		£32,375.00	<input type="text" value="100.00"/>
7IM AAP Adventurous C Inc	2,834.9500	£4,990.08	<input type="text" value="0.00"/>
7IM AAP Balanced C Inc	3,524.8500	£4,977.09	<input type="text" value="0.00"/>
7IM AAP Income C Inc	5,585.3440	£4,979.33	<input type="text" value="0.00"/>
		£47,321.50	100.00%

+ Treasured
^ Additional trading charges maybe incurred.

Click **Next step**.

Select the assets that
the income is to be
drawn from.

2b) Pension Payments – change the level of income/payment details

Account: ARN PENUFPLS Account (EM1738877)

1

Edit Income

2

Strategy

3

Summary

Step 3 Summary

Exit Save Previous step

!

 * where applicable the mid-market valuation has been used for equities

Payment Details

Frequency:

Monthly

Next payment date:

18/01/2024

Destination account:

00003036-070116

Income Illustration

Name	Date Requested	Status
Income Illustration (ID: 24574559)	07-Dec-23 3:23 pm	Running

Submit

Review the **Payment Details**.

An **Income Illustration** will be generated and uploaded to the client's document library.

Click **Submit**.



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scottishwidows.co.uk/platform

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