



Client Asset Migration Service for Aberdeen Wrap

Comprehensive support for
transferring your clients to Wrap



Introducing our Client Asset Migration Service for Aberdeen Wrap

At Aberdeen, we understand that transferring to a new platform can be a complex and time-consuming process. Our specialised team is here to ensure that your migration is as seamless and efficient as possible allowing you to focus on your business needs and minimise administration. We are committed to supporting you every step of the way, providing the expertise and resources needed to deliver a smooth client experience.

Our team of specialists will work closely with you and your team to manage the intricacies of asset migration, ensuring that every detail is handled with the utmost care and precision.

We leverage our extensive industry knowledge and technology to streamline the process, minimising disruptions and maximising client satisfaction.

Thank you for considering Aberdeen.



A stylized, handwritten signature in black ink, appearing to read 'Noel'.

Noel Butwell
CEO, Adviser

A Client Asset Migration Service designed around your business

We're aware that the decision to migrate is a big undertaking for your firm. That's why our Client Asset Migration Service is designed to make this process as smooth as possible. Our dedicated team of experts is here to support you at every stage, ensuring a seamless transition for your clients.

Dedicated support

You'll have specialised support from an onboarding manager. They will be your key point of contact throughout the migration process, providing personalised assistance and ensuring everything runs efficiently.

Tailored transfer plans

We know that one size doesn't fit all. That's why your onboarding manager will take the time to understand your client base and create a migration plan that works specifically for your business. Our goal is to streamline the process to meet your unique needs, minimising time and providing an excellent experience to your clients.

Cutting-edge tools to reduce the admin burden

Your onboarding manager will introduce you to our suite of tools designed to make the migration process efficient and reduce the time you spend on administration. These include:

- **Charge analysis tool:** Compare existing client charges to those on the Aberdeen platform. We'll handle all the calculations for you, providing the output in the format you need.
- **Wrap recommendation tool:** This tool, populated with results from the charge analysis tool, offers an editable template to supplement your existing suitability process and gain client agreement to proceed with the transfer. We'll guide you through every step.
- **Application support:** Our streamlined processing will simplify and expedite the new client journey by pre-populating applications for you to submit on the platform when you are ready.



Setting you up for a successful migration

Our team is committed to helping you navigate this change with confidence and ease.



Discovery

Onboarding manager

We appoint a dedicated onboarding manager to oversee your migration project from start to finish. This ensures a single point of contact and accountability, streamlining communication and coordination.

Client discovery meeting

Your onboarding manager will coordinate a discovery meeting with your team to gather detailed requirements. This meeting is crucial for understanding your project's objectives and scope, ensuring we cover all aspects such as platform setup, CIP gap analysis, transfer toolkit, and any potential novations.

Planning

Client requirement document

Our onboarding manager compiles a comprehensive client requirement document, which is reviewed and signed off by you. This document fully outlines the project scope and serves as a reference throughout the migration process.

Migration plan

We draft a bespoke migration plan based on your specific requirements. This plan includes roles and responsibilities, key milestones, timelines, and any identified risks, ensuring a clear path to success.

Execution

Project kick-off meeting

We introduce our project team to your team in a kick-off meeting. During this meeting, we present the project plan, including roles and responsibilities, key milestones, and timelines. This ensures everyone is on the same page and ready to move forward.

Governance meetings

Your onboarding manager will coordinate a series of governance meetings as outlined in the client requirements document. These meetings are scheduled to ensure continuous alignment and progress tracking throughout the project.

Supporting your migration

Ensuring the highest standards of accuracy and efficiency when migrating client assets is crucial to protecting your client satisfaction, operational continuity, and risk management.

That's why your onboarding team are dedicated to:

- Keeping you informed
- Quickly resolving any issues
- Quality assurance

Our dedicated operations team enable us to prioritise your asset migrations to offer both fast and efficient processing of transfers.



Onboarding manager

Planning and executing a successful migration project.



Transfer manager

Overseeing the migration of your clients and supporting you with regular progress updates.



Platform consultant

Help with any technical platform queries or support you might require.



New business hypercare

A dedicated resource to monitor transfers and resolve any issues.



48-hour SLA

To get your transfers processed and in train quickly.

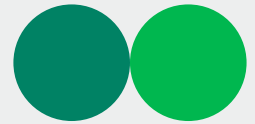


Dedicated processing transfer team

Prioritising your transfers.



Creating your tailored migration plan



We will work with you to build a bespoke migration plan designed around your objectives and timescales. Here is an example schedule outlining key tasks, deadlines and resources required.

Activity	T-4	T-3	T-2	T-1	Go live wk 1	Go live wk 2	Go live wk 3	Go live wk 4	Go live wk 5	Go live wk 6	Go live wk 7	Go live wk 8	Aberdeen	Firm
Discovery & planning														
Discovery meeting/s													Onboarding manager	Project lead
Advice approach agreed													Onboarding manager	Project lead
Client data analysis completed													Onboarding manager	Project lead
Readiness														
Agree segmentation approach													Onboarding manager	Project lead
Agree client comms timescales													Onboarding manager	Project lead
Go live														
Produce & issue client suitability / cost comparison				Tester cases	Seg. 1	Seg. 2	Seg. 3	Seg. 4	Seg. 5	Seg. 6	Seg. 7	Seg. 8	Onboarding manager	Project lead
Initiate transfer							Tester cases	Seg. 1	Seg. 2	Seg. 3	Seg. 4		Transfer manager	Administrator/para-planner
Governance														
Governance framework meetings													Onboarding manager & transfer manager	Administrator/para-planner
Transfer tracker													Transfer manager	Administrator/para-planner

Transfer tracker

Your dedicated transfer manager will manage and share a transfer tracker with you throughout the migration process. Below is an example tracker which can be tailored to meet the needs of your business.

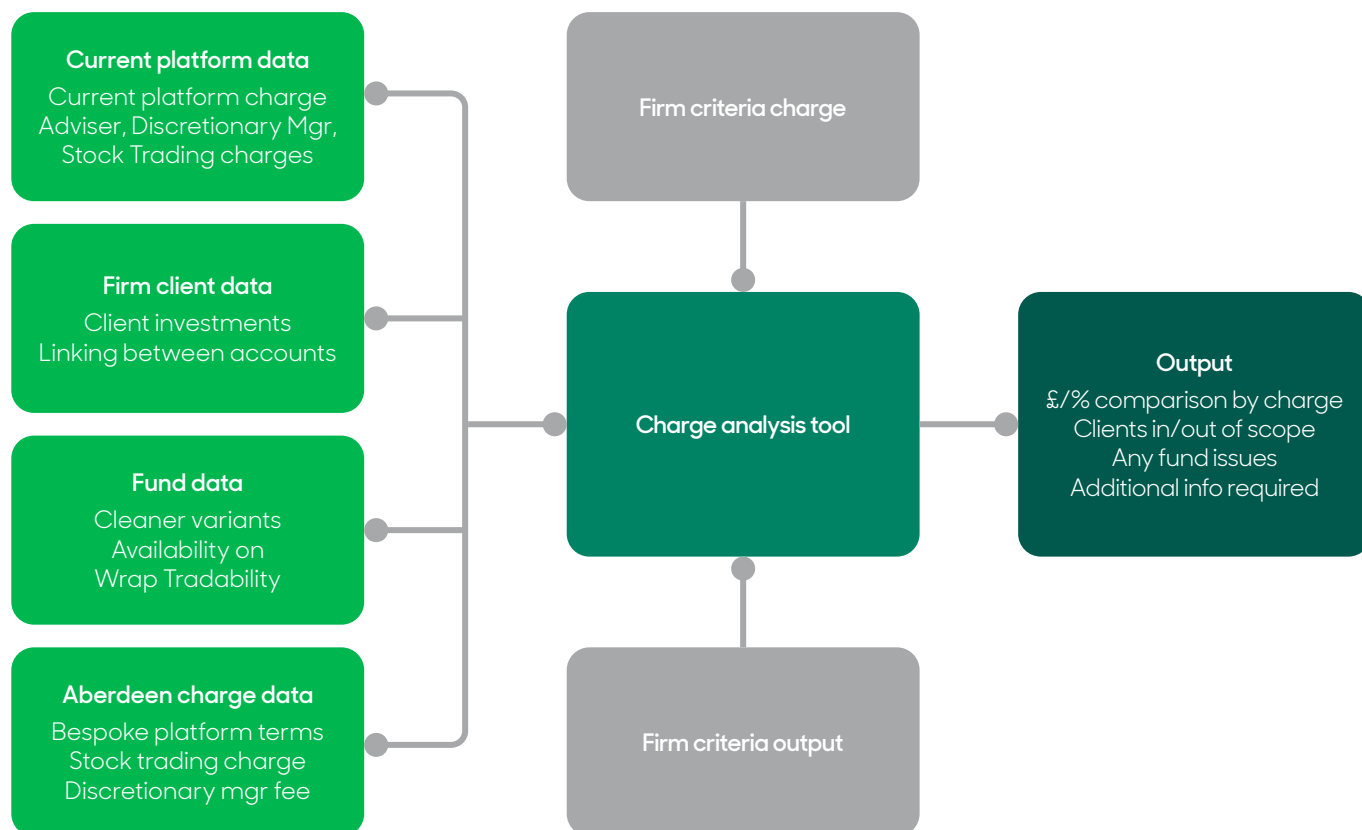
Transfer manager: Richard Webb

Client details				SIPP		PP		ISA	
Client name	Case owner	Adviser	Date documents received	Date transfer requested	Date transfer completed	Date transfer requested	Date transfer completed	Date transfer requested	Date transfer completed
Mr S Hansen	Mark Smith	Katie Taylor	10/02/20	13/02/20	13/03/20	14/02/20	13/03/20	14/02/20	16/03/20
Mrs L Carpenter	Mark Smith	Katie Taylor	09/02/20	12/02/20	11/03/20	N/A	N/A	N/A	N/A
Mrs C West	Mark Smith	David Turner	14/02/20	16/02/20	16/03/20	N/A	N/A	N/A	N/A
Mr C Dawson	Mark Smith	David Turner	18/02/20	21/02/20	22/03/20	21/02/20	22/03/20	21/02/20	24/03/20
Mr I Nicholls	Mark Smith	Katie Taylor	15/02/20	17/02/20	17/03/20	17/02/20	17/03/20	N/A	N/A
Mr E Tickner	Mark Smith	David Turner	20/02/20	24/02/20	23/03/20	22/02/20	23/03/20	22/02/20	28/03/20
Mrs F Jordan	Mark Smith	David Turner	28/02/20	31/02/20	02/03/20	N/A	N/A	31/02/20	29/03/20

Transfer tools



We offer a range of sophisticated tools to help make the migration process as straightforward and efficient as possible. Your onboarding manager will work with you to explain how each of these tools works and agree which you want to use, before building this into your plan.



Charge analysis tool

The charge analysis tool makes it easy to compare the charges a client is paying on their existing platform against the charges they would pay if transferring to Aberdeen Wrap. All we'll need from you is some basic data, such as the existing platform charge and details of existing investments, then we'll run the calculations for you and provide the output in the format you need. The output will also be used to populate the Wrap recommendation tool.

Wrap recommendation tool

Using the output from the charge analysis tool the Wrap recommendation tool provides a template you can use to communicate the key features and benefits of the Wrap platform to your clients. This doesn't replace your own suitability process, but provides example wording to supplement your process.

The content covers the charge review and impact for the client, product features of the Wrap platform and information on what to expect from the transfer process. The template is completely editable to allow you to tailor the content to your requirements.

Client onboarding

If your clients decide to go ahead with the transfer, we aim to make things as straightforward as possible with our client onboarding process. This removes the need for manual intervention in the transfer, significantly reducing the time and cost impact on your business. After supplying some initial client data, we will onboard your clients at scale, and validate the output. You can then review the records and create all documentation to issue to the client.

Preparing to transfer

Things to consider before you begin the migration process

- Is it best to transfer your clients individually as they approach a review or complete a bulk transfer?
- Some bonds and products with special features or guarantees won't be eligible to transfer.
- Could you save administration time by providing the client paperwork digitally?
- Consider appointing one person in your firm to oversee the migration, they can work in partnership with our onboarding manager.
- Decide if you want in-specie or cash transfers – we can support both.
- Give advance notice to the ceding provider so they're ready to resource the migration.

Key considerations for your firm

Before deciding to move forward with a migration, here's some key due diligence considerations for your firm.



Why you are transferring?

- Change to your business model to meet client needs.
- Merger with another firm.
- Ceding platform is no longer fit for purpose.



How will it support your clients?

- Meets the evolving needs of the CIP and CRP.
- Supports your PROD target markets.
- Can accommodate individual client outcomes.
- New platform provides better and repeatable service to your clients.

"With our asset migration service, you can be confident in a well-managed, efficient transition that aims to minimise disruption for your clients or your business."

Jonny Black,
Chief Client Experience Officer





Got a question on our Client Asset Migration Service?

Speak to your usual Aberdeen contact or
email business.development@aberdeenplc.com

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