



aberdeen

For adviser use only.

Helping you become the business you want to be

A due diligence guide to Wrap



Welcome to our due diligence guide to Wrap



Helping you make the right platform choice

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.

The Financial Conduct Authority (FCA) is placing more focus on due diligence than ever before. Assessing a platform's suitability now involves more scrutiny. That means it's more time-consuming too.

To help you complete the due diligence process more quickly and easily, we've created this guide to Wrap. In it, you can read about everything Wrap does, with all the information grouped around the FCA's nine main considerations.

But we hope the guide will also help you answer some more fundamental questions too. Is a partnership with Aberdeen Wrap right for your firm's long-term future? Will we support you not just to grow your clients' wealth, but to run a more efficient and profitable business? If you choose to work with Aberdeen Wrap, will it help your business thrive and your clients prosper?

Circa 3,000 advice firms have decided that the answer to those questions is yes. We hope this guide helps you decide that we're the right fit for you too.

Noel Butwell

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

CEO, Aberdeen Adviser

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The value of investments can go down as well as up, and could be worth less than originally invested.

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

Information correct as at August 2025 unless otherwise stated.

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

As you work through the eleven 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.

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

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

Email: business.development@aberdeenplc.com



At a glance

Aberdeen Wrap

Registered address: 1 George Street, Edinburgh, EH2 2LL

Launch: 2006

Web address: aberdeenadviser.com

Client Engagement Hub Telephone Number:
0345 279 1001 (9am -5:30pm)

AKG Rating: 'A' Superior Rating (as at August 2024)



Why choose Aberdeen Wrap?

A platform that empowers you to do business your way, and to deliver more for your clients to meet their ever-changing needs.



Clear pricing

Our tiered structure sets rates at a sustainable level to support long-term financial planning. And there are no exit, switch, or hidden charges.



Financial strength and stability

You can rely on us to keep your clients' money safe. We process around 5.1 million orders every year for your clients. We continue to invest to deliver an even better experience for you and your clients.



Tailored investment solutions

Offer the right solution for each client's needs. Our open architecture includes exchange traded assets, access to discounted share classes, cash solutions and more.



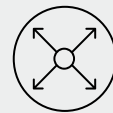
Drawdown options

Help your clients take their money in the most tax-efficient way. Our drawdown flexibility includes the option of one payment, across all products, on a date to suit them.



Pre-funding of investments

We believe that clients don't want to wait for funds to be cleared before they're invested – that's why we in certain circumstances pre-fund fund switches, tax relief and rebalancing to ensure your clients time out of the market is reduced to a minimum or removed altogether.



Wide investment choice

Choose from thousands of funds, including those that invest sustainably to build a better world. If you can't find what you're looking for, just ask us.



We're at the end of the phone

Our dedicated teams within our Client Engagement Hub can help when you need a hand getting something done. Our technology allows the dynamic routing of calls to the team member with the right knowledge and skill to provide highly personalised support.



Insight and support

We help you learn from how your business interacts with us, so you can run more efficiently. And we support you to understand regulatory change before it arrives.



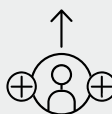
Enhanced reporting

See consolidated key client data on a single page with striking visuals. Choose how you view it and how you present it to your clients, including adding your own branding.



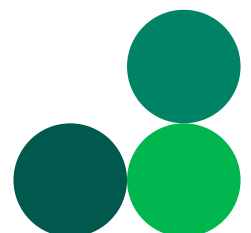
Better use of time

Our technology gives you back the time you'd spend coming to us for basic information and processes. So you can spend more time with your clients, giving them a service that's even more valuable to them and their families.



Ongoing enhancements making it easier to serve your clients

Continued investment in the solutions we offer through our Adviser Experience Programme.



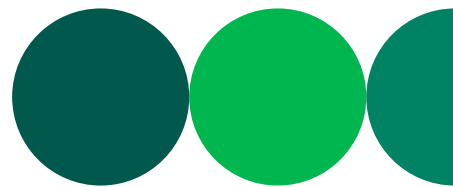
1. The provider

Your business is built on the goals of your clients. Ours is built on your ambition. We are committed to delivering market-leading functionality, that helps you offer a more personalised service to your clients.

We will understand your needs to support you and your clients, helping you to increase efficiency in your business. We will continue to leverage our scale and capabilities to put our strength to work for you.



1. The provider



Company background - introducing Aberdeen Group plc

Aberdeen is a global investment company that helps clients and customers plan, save and invest for the future. We manage and administer £517.6bn AUMA (as at 30 June 2025).

We are structured around three businesses – Investments, Adviser and interactive investor – focused on the changing needs of our clients.

As a diversified group, we have positioned ourselves for growth in a changing investment landscape. Our focus on three key strategic priorities enables us to meet the needs of clients across a range of markets. To find out more about more on our priorities please read more [here](#).



Investment

£367.9bn Assets Under Management

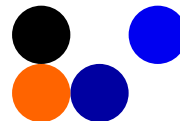
Our capabilities in our Investments business are built on the strength of our insight – generated from wide-ranging research, worldwide investment expertise and local market knowledge.



Adviser

£75.7bn Assets Under Management and Administration

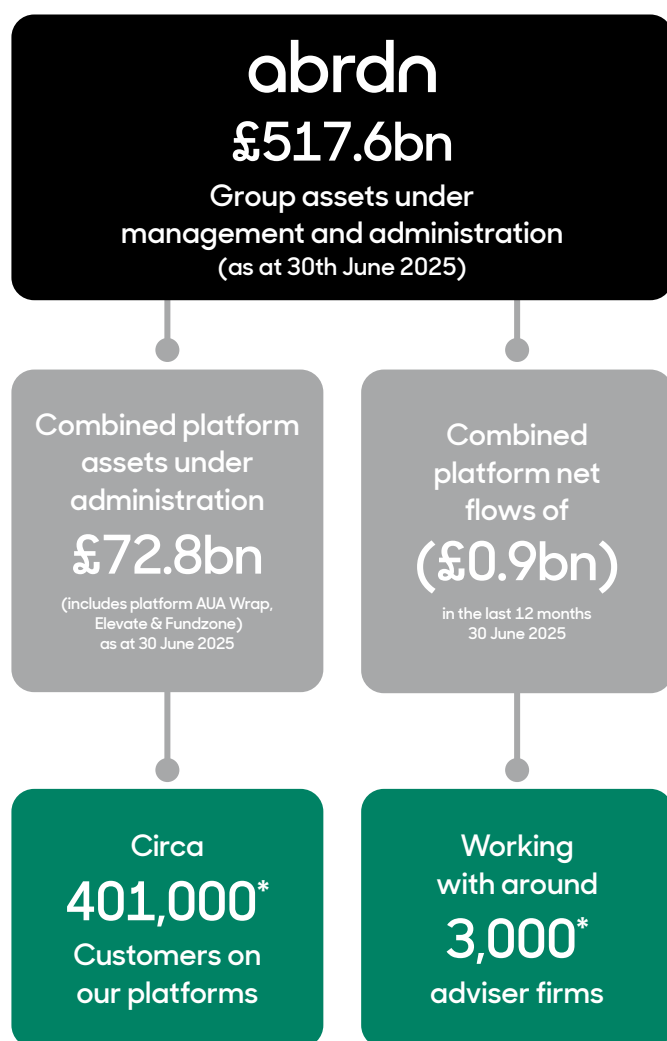
Our Adviser business, the UK's second largest adviser platform by AUMA, provides financial planning solutions and technology for UK financial advisers, enabling them to create value for their businesses and their clients.



ii

£84.7bn Assets Under Management and Administration

interactive investor (ii) is the UK's second largest direct-to-consumer investment platform and number one flat fee provider. ii enables individuals in the UK to plan, save and invest in the way that works for them.



* Figures as at 31 December 2024.

Can you share your board of directors and individual team structures?

Please find information about our **board of directors and leadership team**.

We don't share detailed organisational charts but would be happy to discuss any particular questions you may have about functions.

Do you publish your annual and half-yearly company results?

Yes, Aberdeen Group plc full company results including our Adviser business results are available to view in our **financial library**.

Are Aberdeen Group plc currently making a profit?

Yes, the group made an adjusted operating profit of £125m as at 30 June 2025.*

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

Wrap delivers significant benefits to Aberdeen Group plc as the primary method for reaching UK consumers 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 Wrap critical to the ongoing success of the UK business.

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

Advisers are unable to buy or hold shares in Aberdeen's platform business, as this is a subsidiary of Aberdeen Group plc. Your clients are, however, able to benefit from discounted pricing terms that are available where the adviser firm holds a certain level of assets within Wrap. Please speak to your Relationship Manager for further information on this.

* Adjusted operating profit before tax is the Group's key APM. Adjusted operating profit includes the results of the Group's three businesses: Investments, Adviser and ii, along with Corporate/strategic.

1.1 Who's the provider?

Wrap is provided by Standard Life Savings Limited, a wholly owned subsidiary of Aberdeen Group plc. The group continues to invest a significant amount in the business to support regulatory, legislative and propositional developments. Aberdeen Wrap continues to support a vibrant adviser market in the UK with ongoing investment in platform solutions including delivering a range of enhancements to support your centralised investment and retirement propositions. Wrap gives you access to tax wrappers as well as products provided by the Phoenix group.

Combining service excellence, technology and tools in platform solutions that empower you to help you achieve good outcomes for your clients. Our dedicated, expert service teams can help with your business needs, ensuring you can access the information you need, when you need it.

We listen. So we can understand what matters most to you and your clients. And so we can recognise your challenges and respond to what you need. We're committed to supporting you over the long term. We're continuing to enhance our platform solutions to support good outcomes for your clients. We continuously analyse how you use our solutions so we can optimise and evolve for the way your business works. We have the scale and capability to support the solutions you want to offer.

1.2 Companies House & FCA Number:

Standard Life Savings Limited (SC180203), provider of the Wrap Platform, Wrap Personal Portfolio and Wrap ISA is registered in Scotland at 1 George Street, Edinburgh, EH2 2LL; and authorised and regulated by the Financial Conduct Authority (FCA 188796). It is a member of Aberdeen Group, which comprises Aberdeen Group plc and its subsidiaries (SC286832).

Phoenix Life Limited, trading as Standard Life, the provider of the Onshore Bond for Wrap and the Standard Life Self Invested Personal Pension Scheme, is registered in England and Wales (1016269) at 1 Wythall Green Way, Wythall, Birmingham, B47 6WG, and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FCA 110418) and the Prudential Regulation Authority.

Standard Life International dac, registered in Dublin, Ireland (408507), is the provider of the Wrap International Portfolio Bond. It is a designated activity company limited by shares with its registered office at 90 St Stephen's Green, Dublin 2.

Standard Life International dac is authorised and regulated by the Central Bank of Ireland.

Phoenix Life Limited, Standard Life Trustee Company Limited and Standard Life International dac are all part of the Phoenix Group (Phoenix Group Holdings plc and its subsidiaries).

1.3 How financially secure is your platform?

Our business has been awarded an 'A' rating for financial strength by AKG. Our business is profitable and sustainable. We're committed to it – and we'll continue to invest in it.

1.4 What ratings do you currently have?

Standard Life Savings Limited has an 'A' AKG rating.

Agency	Rating	Last reviewed
AKG	'A' Wrap and Elevate Platforms	August 2024

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

Wrap has a demonstrable track record in scalability. Since launch in 2006, growth has been rapid. Our platform solutions are currently used by over 3,000 adviser firms to support around 401,000 individual clients.

As a result of our growth, and with the support of a profitable parent company, we can continually invest in our business demonstrating commitment and ongoing sustainability.

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.



Wrap and Elevate figures as at 31 December 2024.

1.6 Do you own your own platform technology?

Wrap utilises a number of technology components. These components are provided by Aberdeen Group plc and FNZ (UK) Ltd.

Much of the technology is owned by the FNZ (UK) Ltd, but we have intellectual property rights in certain functionalities specifically in place for our clients and customers.

The combination of FNZ's leading technology and our in-house expertise provides agility, scalability and stability. In 2020 we entered into a 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.

1.7 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.

Wrap is more than a technology solution. With 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 Wrap can meet your changing needs.

Adviser Experience Programme

Our simple aim is to be the easiest platform for advisers to partner with. We have launched our ambitious Adviser Experience Programme, which is a significant commitment of investment we're making to provide best-in-class experience and functionality.

Our Adviser Experience Programme is a transformative programme of work upgrading our platform technology and user experience, as well as our operating model – to ensure that we continue to meet the needs of our adviser partners and clients, both now and in an ever changing future.

The programme is designed to help you deliver an increasingly personalised advice service to more clients, more efficiently. We will continue to enhance the capability of our solutions and the flexibility of our offering, differentiating ourselves from our competitors through the content and experience we offer.

We've delivered the first two phases of our Adviser Experience Programme and now move to launch the next phase.

Phase 3

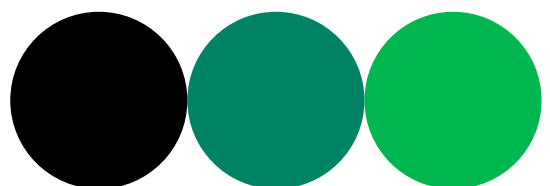
The next phase sees the launch of the new SIPP with fully online drawdown.

- It puts you in control of your clients' pension planning with faster quotes and pre-populated new business journeys, as well as a number of new journeys.
- New journeys such as move to drawdown, edit income, GAD reviews and allowance calculations.
- Money is invested quicker with faster payments out when clients need it. Junior SIPP is also being added.
- Available initially to all new clients, and your existing clients will subsequently be switched over.

Phase 4

- Improved Junior ISA journey
- Third party Personal Portfolio
- Improved online Offshore and Onshore Bond capability
- New stockbroking solution providing enhanced trading capabilities more cost effectively.

More information can be found [here](#).



1.8 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.

All adviser and customer facing services for all products (excluding the International Bond, which is provided by Standard Life International dac) are delivered by Standard Life Savings Limited, wholly owned by Aberdeen Group plc.

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

UK Platform Awards



- Best Platform Provider- 2014-2022
- Leading platform for model portfolio services – 2019-2021
- Leading platform for discretionary management – 2022

Adviser Asset

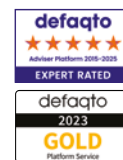
- Platinum rating – 10 years in a row – 2016-2025

Professional Adviser



- Best Platform for Discretionary Management (Highly Commended) – 2022
- Best Client Engagement (Providers) – 2021

Defaqto



- 5 Star Rating – 2015-2025
- Gold rating for Platform Service – 2019-2023

The Paraplanner Awards

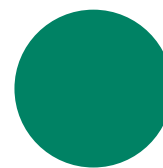


- Best Overall Service – New Business – 2018, 2019



- Best Overall Service – Existing Business – 2022

Security, Resilience and Protection



1.9 What supplier 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.

1.10 Describe your business continuity and disaster recovery plans?

Our 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 Wrap 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 systems and platforms. This provides recovery as at the last backup for some essential services.

Operational IT who own, manage and govern the Disaster Recovery Process was accredited by the ISO 20000 IT Service Management standard, which is still current.

1.11 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 your data.

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 the Wrap.

These include:

- Strong authentication mechanisms to manage access to the platform
- Multiple firewalls to monitor and control traffic in and out of Aberdeen Group and third parties.

FNZ infrastructure

- A Virtual Private Network (VPN) to ensure the secure transmission of data between us and FNZ
- Monitoring of our 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 Aberdeen Wrap 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.

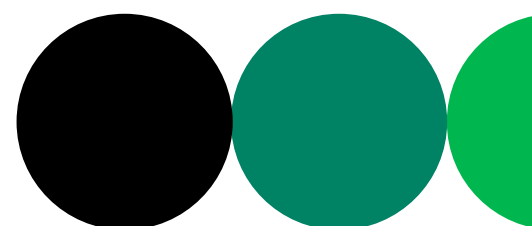
1.12 Where can I access Wrap's privacy notice?

Aberdeen Group 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 Aberdeen Group plc.

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**



1.13 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 whistle-blowing 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. PEP clients are subject to enhanced due diligence and Senior Management and the MLRO must sign off PEP clients or other clients from countries, businesses, and products with the greatest risk of money laundering or terrorism financing. 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. If a colleague believes a client's activity to be suspicious, they must report this to the designated MLRO.

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

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
- Which party to the contract is unable to meet its claims, the underlying asset provider, for example: deposit taker, fund manager
- 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.

This guide explains FSCS protection in more detail.

Please also see Aberdeen Wrap's [Investor protection guide](#) for further detail.

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
- Abolition of Lifetime Allowance
- Sustainability Disclosure Requirements and Investment Labels
- Consumer Duty – closed products

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

- Pension Dashboard connectivity
- Overseas Fund Regime

We continue to track and assess all other up and coming regulatory change including: Pensions Bill, ISA Reform, Advice Guidance Boundary Review and the New Product Information Framework for Consumer Composite Investments, 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.

1.16 Are you subject to regulatory assessments?

Aberdeen Group plc has close and co-operative working relationships with its regulators. We participate in an ongoing programme of supervision work and are involved in thematic reviews by the FCA.

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 provide all required costs and charges information. Our pre-sales charges includes both upfront and ongoing aggregated costs and charges in £ and % term, and itemised breakdowns where relevant on the cost and charges associated with each investment choice, including a breakdown of the discretionary managers' fee. Post sale, these costs and charges will be disclosed annually.

There is a requirement to disclose transaction costs of trades in reportable instruments. Transaction cost information will be received from the fund manager and disclosed through the 'Charges Information Document', and annually.

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

Please also see **website** for more information.

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

European Union General Data Protection Regulation 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 terms and conditions and refreshed the communications plan for your clients.

Have a read our **Terms and Conditions** which tells you how, where and why we'll use your clients' information.

1.18 What is your policy on inducements?

Our platform solution services are designed to enable the delivery of good customer outcomes. As such, they do not constitute an adviser inducement. In cases where services and support we offer to advice firms has no direct benefit to the client, we seek to charge the advice business.

1.19 What if I need to make a complaint?

Aberdeen Wrap 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 Aberdeen Wrap 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. What we consider to have been good industry practice at the relevant time, in accordance with TCF principles (where appropriate).

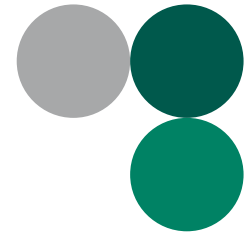


2. Corporate Sustainability

Investing sustainably, and making a positive impact through our operations, means a better future for our clients, society and the wider world. We are targeting operational net zero by 2040 and have set out clear interim milestones to measure our progress.



2. Corporate Sustainability



2.1 Our Operational Climate Objectives

Aberdeen Group is a global business helping our clients to plan, save, and invest for the future. Our environmental impacts reflect this, as we keep offices and work flexibly to better deliver for our global clients.

Our operational emissions intensity is comparatively small versus the intensity of the investments we manage on behalf of our clients, but we are committed to play our part in driving meaningful reductions in our reported emissions.

We are targeting operational net zero by 2040 and working towards a 50% reduction in reported emissions by 2025 versus our 2018 baseline.

Our emissions target includes Scope 1, 2, and Scope 3 categories – but we still have more to do to collect data for some material Scope 3 categories, such as emissions related to our supply chain. We are working to develop a more complete picture of our Scope 3 data and will report transparently on our related impacts and progress.

Our **Sustainability and TCFD report** provide a more detailed picture of our objectives and reporting methodology.

2.2 Diversity, equity and inclusion (DEI)

Our approach to DEI continues to be hardwired through all that we do across our business, from who we work with, the offering we design for clients, to how we consider DEI through all stages of our employee lifecycle.

We focus on 4 priorities to make Aberdeen Group 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 and equitable

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 lead in a way that builds inclusive ways of working in hybrid teams.

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. Companies with diverse teams and inclusive cultures result in more innovative and high-performing business outcomes. We focus on minimising any potential bias or barriers in our processes, policies, and approach for attracting and developing diverse talent. We focus on three main areas where the data tells us that we need to take action to tackle underrepresentation: 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 Aberdeen Group, 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 business, function, or region.

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

2.3 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. 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.



3. Terms and conditions

There are important agreements between us, you, and your clients. Understanding them will help us all know what we're responsible for.



3. Terms and conditions

3.1 Where can I access the terms and conditions?

See our **Adviser terms and conditions**

See our **Client terms and conditions**

See our specific products terms and conditions in our **Document Centre**.

3.2 Who has to sign terms and conditions?

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

Each client on-boarded to the platform needs to sign the Client terms and conditions which covers all the products and platform services available. We support documents signed using approved e-signature solutions which are available on **our website**.

3.3 What's the minimum age for opening a Wrap account?

The minimum age for opening a Wrap account is 18.
There is no minimum age for opening a Wrap Junior ISA.

3.4 Is Wrap available for non-UK residents?

No, Wrap and the products available on the platform are only available to UK residents. Other criteria may apply, e.g. we are unable to accept US persons on the platform.

3.5 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 Wrap account, they enable you to switch investments for the client without evidence of authority being given to Aberdeen Wrap.

Providing you have your client's authority and are acting with the client's best interest at heart.

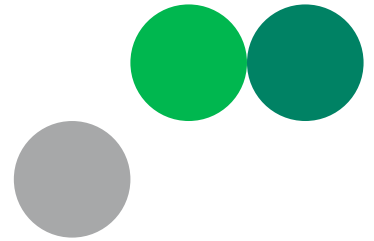


4. Consumer duty

Our solutions can help you meet your obligations. When evaluating due diligence in relation to the four outcomes of the Consumer Duty, and focusing on what is crucial for delivering positive results for your clients, you will find that our solutions fully support all aspects of the Consumer Duty outcomes.



4. Consumer duty

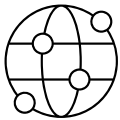


4.1 How Aberdeen Wrap's solutions can help you meet your Consumer Duty obligations?

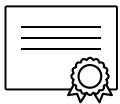
When carrying out ongoing due diligence or conducting due diligence on a potential platform partner, you should still consider which parts of due diligence, through the lens of the Consumer Duty's four outcomes, matter the most so you can deliver good outcomes for your clients. Here, we look at the Consumer Duty's four outcomes and how our solutions can help you meet the rules:

Consumer support

What we offer



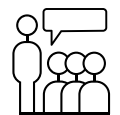
Long-term sustainable service: We invest heavily in state-of-the-art technology to offer a world-class service.



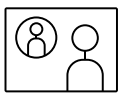
Service excellence: Our ambition is to deliver exceptional service and to be the easiest platform to partner with, so you can focus on delivering good outcomes for your clients.



Delivering good outcomes: We've always been here when you need a hand getting something done. We'll help you to seize the opportunities in front of you, serve your clients better and deliver the financial outcomes they desire.



Listen and understand feedback: All feedback we receive is analysed so we can learn from it and continue to improve on our service.



Service status: We offer a service status web page that provides latest updates on any impact on service and performance.



Creating capacity: We recruit talent with the right digital mindset to support you with our self-serve options. Helping to create efficiencies for you so you can spend more time with your clients.

Consumer understanding

What we offer



Client portal: Allows your clients to easily engage with their investments.



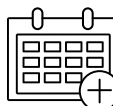
Online document store: Makes it easy for you to access the communications we've issued to your clients.



Consumer testing: Helps us to make sure our communications to your clients are being understood.



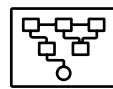
Feedback and data analysis : Enables us to monitor how we can continue to deliver good outcomes for your clients.



Advance notice of any communications: Notifying you in advance of the communications we're issuing to your clients, so you can take action if required.

Price and value

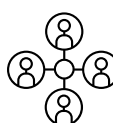
What we offer



A comprehensive and flexible wealth management solution: The flexibility and range of our solutions means you can avoid the inconvenience and expense of moving platform as it's likely we can accommodate your clients' needs as they evolve.



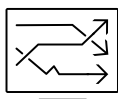
Offering more value for your clients: Simplified pricing structures and price reductions.



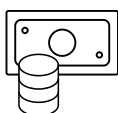
Family linking: When accounts are linked for family terms, the combined value of the linked accounts may reduce your client's platform charges.



Drawdown price lock: Clients benefit most from locking in their Wrap SIPP platform charge when assets are at their highest. This means charges for their SIPP will not increase as they take money out of their pension.



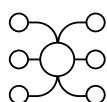
Discounted share price: Available on over 400 funds offering more choice for your clients.



Pre-funding: We believe that clients don't want to wait for funds to be cleared before they're invested – that's why we in certain circumstances pre-fund fund switches, tax relief and rebalancing to ensure your clients time out of the market is reduced to a minimum or removed altogether.

Products and services

What we offer



Full range of core products and trusts: Enabling you to meet a wide range of financial planning needs.



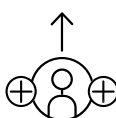
Market-leading investment management: Offers support for both in-house or outsourced investment approaches.



Wide range of investment solutions: Access to funds including many with discounted share classes, ETFs, shares and a range of discretionary managed portfolios.



Integrated tax management and reporting tools: Easy access to the information you need to deliver your client service proposition.



Commitment to future development: We continually invest and evolve our proposition to meet clients' changing needs.

4.2 Supporting vulnerable customers

Through our three businesses, we serve a diverse range of clients and customers that need access to products and services that meet specific needs. It is essential for us to recognise where elements of our products and services 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, and our business CEOs lead our related actions across Aberdeen Group.

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, capability or financial resilience, it is vital that we are able to tailor our services appropriately. This reflects the fact that our customers may require access to their savings, investments, or pension drawdown particularly in response to short-term events such as the cost-of-living crisis.

We also recognise that not all vulnerabilities are static. Some customers may have specific short term needs, and others may require longer term support.

We engage across multiple channels and recognise that a considerable proportion of our customers value being able to communicate with us in a number of ways, for example by phone, in person, and online.

We have built this into our strategy across our businesses. We have invested in bespoke training to ensure that our colleagues are equipped to support and identify requirements for priority care, with specific focus on colleagues in customer facing or customer supporting roles.

Our focus extends into our recruitment processes, as we look to ensure our future colleagues are prepared to provide inclusive services to all our customers.

It is also essential that all our communications are easy to understand, and we have controls in place to ensure that everything we say about our products and services represents the expected outcomes.

We can support customers' additional visual needs via large font or braille updates; alongside sign-language, language interpretation, and other necessary adaptations, should they be needed. We are also able to signpost external support services where appropriate.

4.3 Where can I find your statement of target markets?

Regarding your relationship with Aberdeen Group as the provider of Wrap, 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, Aberdeen Group distributes via Wrap. Aberdeen Wrap 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.

4.4 Where can I find your fair value assessment?

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 Wrap**. Following this assessment, we can confirm Aberdeen Wrap provides fair value for your clients.

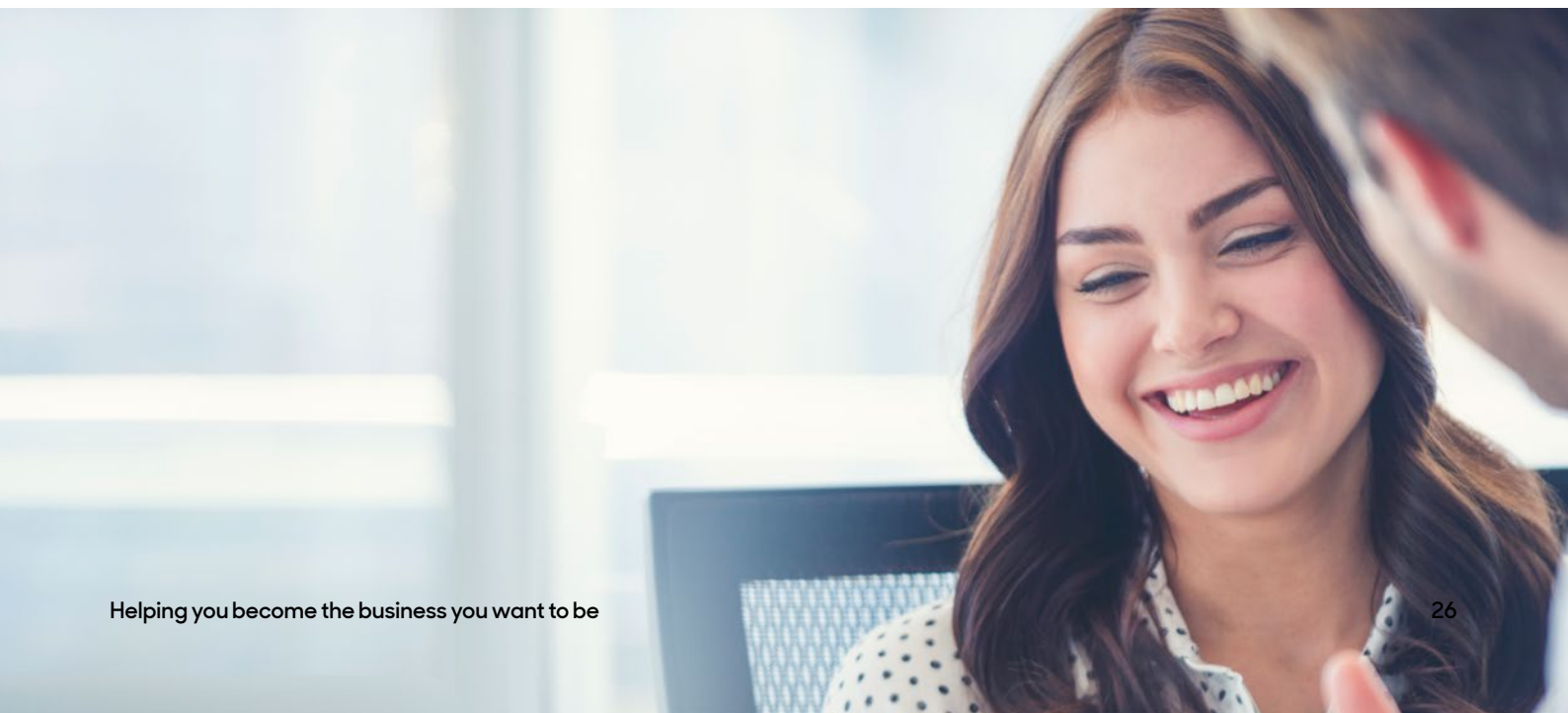
We have provided detail on how we carried out these assessments so you can meet your obligations.

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

4.5 How will my platform review fair value assessment on investments and portfolios?

As a platform provider we need to assess that collective investments (Funds, investment Trusts and Exchange Traded Funds) and Discretionary Fund Manager Services have carried out a fair value assessment themselves so we, and you, as distributors can be confident we are distributing products and services from others that provide fair value.

We regularly check these (minimum annually if not reported electronically) confirm fair value. If not we will carry out our own assessment and engage with the supplier to understand why they may have recorded as not providing value and what plans they have to address this. If, following this, we decide to withdraw a product or service that may not be providing value from a third party we would, where possible, give you advance warning so you could take steps to adjust client plans, similar to how a corporate action would be dealt with.



5. Charges

Our transparent charging structure means everyone can see what they're paying for. We offer full disclosure of costs for portfolio management, investments, and advice. Clear pricing means your clients understand the value they receive, while meeting regulatory standards.



5. Charges

5.1 Describe the platform charging structure?

The unbundled administration and investment charges allow your client to see clearly what they're paying for holding assets on Wrap.

The charging table below shows the platform charge for all products.

Wrap Platform standard charges

Value of your platform eligible assets	Annual platform charge for Wrap products (deducted for each band)
On the first £0 – £250,000	0.30%
On the next £250,000 – £500,000	0.20%
£500,000+	0.10%

The following table shows the Product Administration Charge, levied by Phoenix Group, for International Portfolio Bond.

Product administration charges

Value of your platform eligible assets	Additional annual product administration charge for International Portfolio Bond for Wrap (deducted for each band)
On the first £0 – £250,000	0.12%
On the next £250,000 – £500,000	0.12%
£500,000+	0.12%

As at February 2025.

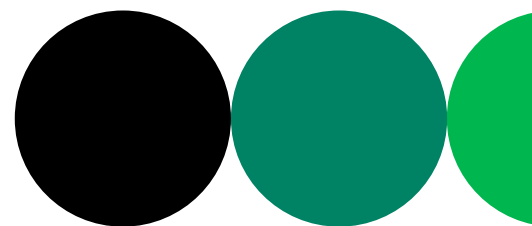
There is 0% platform charge for the Wrap Junior ISA until the Junior turns 18.

5.2 Drawdown Price Lock

Unique to Aberdeen Wrap, you can choose to lock the SIPP platform percentage charge when assets are at their highest and price is the lowest – before taking tax-free cash or an income.

- The Drawdown Price Lock means SIPP platform charge will not change or increase as their pot reduces during drawdown.
- Flexibility to reset the lock annually (relock up to once in a 12 month period).
- Lower fees in drawdown, when customers need it.
- Easier retirement planning – no increase in charges as funds reduce.

Full details of the charging structure can be found in the **Wrap charging guide**.



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

Both initial and ongoing adviser charging is enabled by our platform solution. All part of a flexible approach.

Initial and ongoing adviser charges can be set as either a fixed monetary or percentage amount and ongoing charges can be paid monthly, quarterly, half-yearly or yearly. We also offer regular initial adviser charge for regular-only new SIPP business.

'Ad hoc' adviser charge can also be taken, e.g. to cover a specific one-off service delivered by the adviser.

Adviser charges can be taken at 'product-level'.

Adviser charges are paid from the Cash Account. Where the adviser charge relates to SIPP or International Portfolio Bond advice, charges can also be taken from the cash account of the relevant product.

Please note that a payment from the International Portfolio Bond product cash account may have tax consequences for your client.

5.4 Do you impose a maximum level of adviser charge?

We impose no maximum level of adviser charge. However, we have controls in place to monitor adviser behaviour.

5.5 Are there any fund manager initial charges?

Aberdeen Wrap has negotiated discount prices on a range of funds. The majority of the funds on the platform have no initial charges.

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

The platform does not account for VAT within the adviser charge. Therefore, to apply VAT, you would need to include VAT in the overall gross charge amount set up on the platform.

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

No, there's no requirement for a minimum holding in any of the cash accounts. However, your clients need to have sufficient cash available to make investments, make regular withdrawals and pay any relevant charges. Wrap does automatically disinvest to pay charges in certain circumstances, so we recommend holding a small percentage of any portfolio in cash to act as a buffer.

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

There's no requirement for a minimum holding in any of the cash accounts. However, your clients need to have sufficient cash available to make investments, make regular withdrawals and pay any relevant charges.

Wrap does automatically disinvest to pay charges in certain circumstances, so we recommend holding a small percentage of any portfolio in cash to act as a buffer.

However, should this happen, the platform may move money between cash accounts or sell investments to cover the adviser charges.

Please find link to our **Wrap adviser charges and options guide** which outlines the route we would auto-disinvest to pay charges that are deducted from the Cash Account.

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

Where possible, we are able to fully support the re-registration of assets both on and off the platform. We do not charge for re-registering on or off platform.

5.10 Is there a facility to link clients' accounts on your platform?

Family linking is available. Wherever a married couple/civil partnership/cohabiting partners have a combined total of more than £500,000 in platform eligible assets we can link their Wrap accounts for the purpose of calculating the platform charge.

Wrap accounts of close family members³ can also be linked providing one member has at least £500,000 in platform eligible assets.

This reduces the platform charge applied as the platform charge applied to each client's account is based on the combined value of all platform eligible assets held in the linked Wrap accounts.

5.11 What are the stockbroking charges?

Stockbroking charges will apply according to the product used. **Please see our guide for more information.**

5.12 Are there any additional product charges?

Each product has a different charging structure. Please see our **Client terms and conditions** and **Adviser terms of business**.

Please see our guide for more details.

5.13 Are there separate charges for cash solutions?

Holdings in cash deposits are subject to our platform charge. For cash solutions provided by Bondsmith, a proportion of the interest (up to 0.10%) that accrues on amounts placed in cash deposits will be paid directly by the deposit taker to Bondsmith. It is deducted from the interest rates before they are displayed, so the rate on the platform is the rate your client will receive.

³ Close family members includes: parents, grandparents, children, grandchildren, siblings, spouse or civil partner. It is not inclusive of in-laws.

6. Products

A platform won't be right for you unless it's right for your client. That's why we offer a wide range of products with seamless, paperless processing. So you can help your clients take their money in the most tax efficient way.

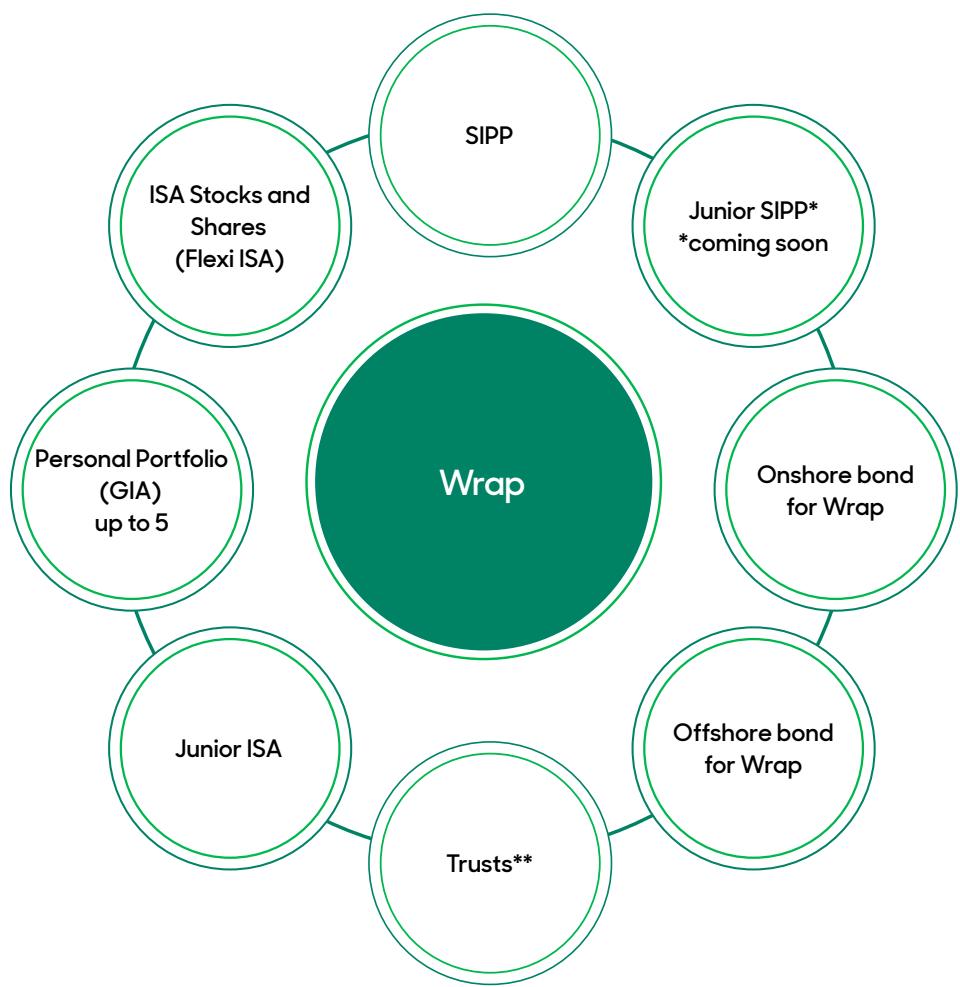


6. Products

6.1 Which products can be held in your platform?

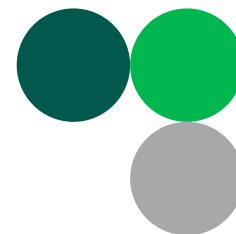
This diagram outlines the products available on the platform.

All platform products benefit from straight through processing and no paper forms are required once their account is opened.



Trusts** available on Wrap:

Discretionary Trust	The client can advise who they would like to benefit from the Plan, but the trustees have the final choice.
Absolute Trust	The client specifies the beneficiaries when the plan is set up. These beneficiaries can't be changed by the trustees.
Flexible Trust	The trustees decide who benefits from the beneficiaries defined in the Trust.
Bypass Trust	A simple way to pay lump sum death benefits from a Self Invested Personal Pension into a trust instead of direct to an individual, giving flexibility, asset protection and potential inheritance tax (IHT) benefits.



6.2 Do minimum investment amounts apply?

Yes. Please see **our website** for details of each product.

Product	Minimum Investment
International Portfolio Bond for Wrap	£20,000
Wrap SIPP	£10,000 (lump sum or transfer), £300 (regular) to start a SIPP (No minimum amount for additional single or transfer payments)
Onshore Bond for Wrap	£5,000 (£60,000 for a Discounted Gift Plan)
Personal Portfolio* (GIA)	£500 (lump sum), £250 (additional single), £50 (regular)
Stocks and Shares ISA*	£500 (lump sum), £250 (additional single), £50 (regular)
Wrap Junior ISA	£500 (lump sum), £250 (additional single), £50 (regular)

* Minimum investment amounts do not apply if the customers total assets on the Wrap platform are equal or greater than £100,000.

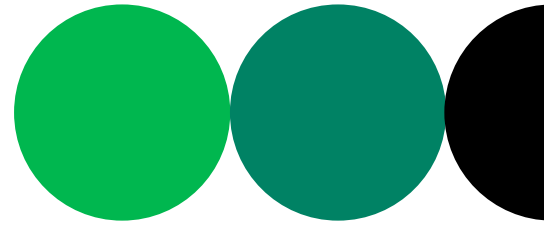
6.3 Is there a cash account available?

Each Wrap client automatically has access to a Cash Account. The Cash Account is the hub of your client's Wrap account. Also, Wrap operates cash accounts at a product level (except for the onshore bond).

Please see **our guide** for the current interest rates paid.

6.4 Who provides the products?

Following the sale of a number of Standard Life products to Phoenix Group in September 2018, the Wrap SIPP, International Portfolio Bond on Wrap, and Onshore Bond on Wrap are owned by Phoenix Group. We have simplified our relationship with Phoenix, announcing that we will acquire the Wrap SIPP and Onshore Bond tax wrappers.



6.5 Product features

The following table outlines the products available on Wrap as well as their key features:

Product type	Features
Personal Portfolio (GIA)	<p>With the personal portfolio your clients can hold a range of unwrapped investments.</p> <ul style="list-style-type: none">• Every Wrap account can hold up to five personal portfolios, allowing your clients to specify investment strategies for a particular purpose.• Two CGT tools to support advisers when calculating CGT for clients – a CGT report showing gains and losses of disposals on the platform, and the Capital Gains Tax Scenario Tool allows you to model the impact of trades on a client's CGT position based on a range of scenarios.• Wide choice of investments are available including mutual funds, exchange traded instruments and model portfolios.• Minimum investment amount is £500 (lump sum), £250 (additional single), £50 (regular).• Range of cash solutions including fixed term deposits and notice day accounts to suit a variety of client goals.
Stocks & Shares ISA	<p>We offer a Stocks and Shares ISA with extensive investment options.</p> <ul style="list-style-type: none">• An opportunity for capital growth, regular income or a combination of both.• Wide choice of investments are available including mutual funds, Wesleyan With Profits Growth Fund, exchange traded instruments and model portfolios.• Minimum investment amount is £500 (Lump sum), £250 (additional single) and £50 (regular).• If you withdraw money you may replace the withdrawal in the same tax year without the replacement counting towards your ISA maximum subscription limit.
Junior ISA	<p>Our Junior ISA is available to existing Wrap clients, offering a tax efficient way to save and invest for a child (the "Junior").</p> <ul style="list-style-type: none">• No minimum age, maximum age 17 years, 9 months; UK residents only.• No platform charges until the Junior reaches age 18.• Wide fund choice from a variety of fund managers and model portfolios.• Access to all the main asset classes, investment styles and risk profiles.• Minimum investment amount is £500 single, £50 monthly, £150 quarterly, £300 half yearly or £500 yearly.• Maximum contributions – £9000 for current tax year.• Withdrawals only allowed once the Junior is age 18 and the Junior ISA is converted into a standard Stocks and Shares ISA.• Flexible remuneration that you can agree with the Registered Contact.

Product type	Features
Self-Invested Personal Pension (SIPP)	<p>Gives clients more flexibility when investing and managing money or taking an income.</p> <ul style="list-style-type: none"> • A tax efficient way to save for retirement. Individual, employer or third-party contributions can be set up, as well as cash and in-specie transfers from other schemes. • A wide choice of investments are available including mutual funds, exchange traded instruments and model portfolios. Plus, a range of specialist investment options including external deposit accounts, National Savings & Investments, structured products, and insurance co. investments. • Clients have flexible access to their pension fund. Provides benefits for dependants upon death. • £10,000 (lump sum or transfer), £300 (regular) to start SIPP (no minimum amount for additional single or transfer payments). • Drawdown Price Lock available. Please refer to section 8 for more information.
Onshore Bond	<p>Our tax-efficient Onshore Bond gives your client access to a wide choice of insured funds.</p> <ul style="list-style-type: none"> • A lump-sum, non-qualifying, whole of life, investment linked life assurance contract. • One-off or additional single payments can be made. • Available to individuals and trustees. • Eligible to UK residents age 18 to 89. • Minimum investment amount is £5,000 (£60,000 for a Discounted Gift Plan).
Offshore Bond International Portfolio Bond for Wrap (IPB)	<p>Offshore Bond aims:</p> <ul style="list-style-type: none"> • To provide your client with a tax-efficient way to invest over the medium to long term. • To give clients access to their money via tax-efficient regular or one-off withdrawals. • To allow you to choose from and switch between a range of investment types to match their investment objectives. <p>It is a lump sum, non-qualifying, whole of life, offshore investment linked life insurance bond. It gives your clients the opportunity to invest a lump sum (or a series of lump sums) in a wide range of investments available from the Wrap Platform.</p> <p>The bond is made up of 100 individual policies or 'segments', although you can request a different number if required.</p> <p>While invested in the bond, you won't normally pay tax on any growth. Instead, tax may be payable when you take money out of the bond and will be based on your circumstances at that time. You won't pay tax if you switch your investment between different investments within your bond.</p> <p>There may also be withholding tax payable on certain investment funds. This is a tax that some countries deduct from dividends and interest payments. It is not possible to reclaim withholding tax. Also, in some circumstances, if you invest in a net fund, we will reclaim tax within the fund where possible.</p> <p>A bond can also be held in trust. Holding a bond in trust can help with wealth protection and inheritance tax planning.</p>

Laws and tax rules may change in the future. Your personal taxation circumstances also have an impact on tax treatment. The future tax position of the International Portfolio Bond or your own tax position may alter.

7. Investment solutions

We'll help you manage investment complexity.

Whatever your preference, we can help you efficiently bring together in-house or external investment experts, in any combination.

At Aberdeen Wrap, we've a best execution policy for buying and selling investments and we'll always try to achieve the best possible result for your clients.



7. Investment solutions

Our target customers in the wealth market are typically those who have complex savings, investment and financial planning needs, require regular advice and need a variety of solutions to produce good outcomes. Wrap is designed to do exactly that. With a full breadth of Centralised Investment Proposition support, in-house models, Discretionary manager outsourcing and discounted share classes, whatever your preference, we can help you efficiently bring together investment experts, in any combination, to suit the needs of your clients.

The award-winning Investment Hub enables the clear segregation of portfolio management and advice, allowing advisers to apply specialist investment and financial planning expertise for client benefit in a scalable manner.

Funds

7.1 How many funds are available and do you offer clean share classes?

There are more than 4,000+ mutual funds on our Wrap platform. Over 400 of these are super clean share classes. Insured fund investments are available for Onshore Bond, SIPP and International Portfolio Bond.

On a regular basis, new funds are being added and old funds subjected to corporate actions. As a result, these numbers are subject to change.

Please refer to our **fund options** where you can see all the funds available, this is updated monthly. Please note the amount of funds available can go up or down.

7.2 How many fund managers are there on your platform solution ?

Our platform offers mutual funds from over 180 fund managers.

7.3 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.

7.4 Is the fund range consistent across all products?

The vast majority of funds are available across all products (subject to legislation). However, the onshore bond offers insured funds only.

The Wesleyan With Profits Growth Fund is available on our Stocks and Shares ISA and Junior ISA.

7.5 Are there unwrapped unit trust/OEIC funds?

Yes, any unwrapped OEIC funds or Unit Trusts are held in the 'Personal Portfolio' which is provided by Standard Life Savings Ltd.

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

No, these aren't available on the platform.

7.7 Are passive funds available on the platform?

Yes, a full range of passive funds is available. Please visit [our website](#) for full details.

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

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

7.9 Do you have a best execution policy?

Yes, we do. Please see our [Order execution policy](#).

Other investment options

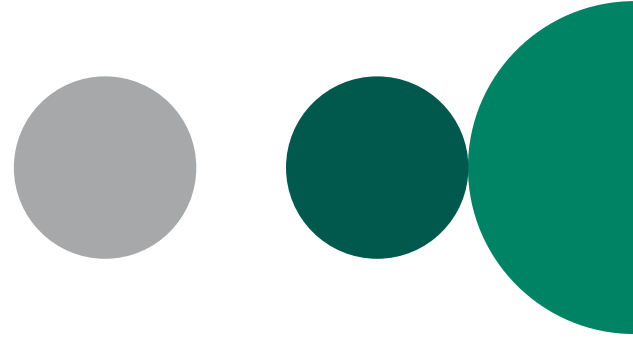
7.10 What investment options are offered across the various products?

The following table summarises the investment options that are offered across various products available via Wrap:

Investment Type	SIPP	Personal Portfolio(s)	Onshore Bond	International Portfolio Bond	Stocks and Shares ISA	Wrap Junior ISA
Cash	✓	✓		✓	✓	✓
Insured Funds	✓		✓	✓	✓ **	✓ **
Unit Trusts	✓	✓		✓	✓	✓
OEICs	✓	✓		✓	✓	✓
Investment Trusts	✓	✓		✓ *	✓	✓
ETFs	✓	✓		✓ *	✓	✓
Hedge Funds				✓ * (off platform only)		
Listed and traded on the LSE	✓	✓			✓	✓
UK Equities	✓	✓			✓	✓
Dual Listed Securities	✓	✓			✓	✓
Gilts	✓	✓			✓	✓
Structured Deposits	✓ (deposits and investments)			✓ (deposits only)		
Deposit accounts	✓	✓	✓	✓		
Gold Bullion*	✓ (existing customers only)			✓		
Bespoke Discretionary Portfolio	✓			✓		

* Subject to assessment.

** Wesleyan With Profits Growth Fund is available on our Stock and Shares ISA and Junior ISA



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

Yes, the platform gives access to a wide range of ETIs via our execution-only stockbrokers HSBC and Winterflood, provided we receive the necessary information for your client as required by the relevant regulations.

7.12 Do you provide access to structured products? For example, medium-term notes?

Structured products are available as an off-platform investment option for the SIPP and International Portfolio Bond.

7.13 Does your platform offer a range of cash solutions including fixed term deposits?

Yes, Wrap gives you and your clients access to a range of different fixed term deposit and notice day account providers, who offer a variety of interest rates and fixed terms.

This means you can work together with your clients to choose the interest rates and fixed terms that best suit their needs.

Our partnership with Bondsmith, means we can offer a range of competitive cash solutions that are fully integrated on Wrap and available through the Personal Portfolio.

Fixed term deposits are also available as an off-platform investment option for the SIPP and International Portfolio Bond.

7.14 Can I trade equities on the platform?

Yes, you can trade equities on the platform, i.e. those listed on the LSE or a recognised US stock exchange and which settle via a commercial settlement system such as CREST.

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

Yes.

7.16 Do you have a range of Investment Trusts?

Yes, we offer a variety of investment trusts, providing they're listed on the LSE or a recognised overseas stock exchange and settle via a commercial settlement system such as CREST.

7.17 Do you offer multiple currency share classes?

At this time, Wrap only offers access to sterling denominated investments, so only GBP priced share classes are available.

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

Wrap 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 Wrap understand the stance managers take.

7.19 On what basis do you offer Investment Pathway Solutions?

Investment Pathway is only available for non advised drawdown clients.

Outsourcing – Selecting an external DFM

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

Yes, you can recommend to your clients to appoint a discretionary manager permissioned to manage assets on the platform. There's straight-through processing for payments, withdrawals and switches into and out of the model portfolios, with the flexibility to mix and match model portfolios, hold model assets and non-model assets all within the same product.

This is supported by a full live valuation and look through capability and integration with on platform reporting and quarterly COBS compliant statements.

Discretionary managers can also be appointed to manage assets held off-platform in a Wrap SIPP or International Portfolio Bond.

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

Yes, subject to appropriate agreements being in place and the discretionary managers granting you access to their models. Please contact your relationship manager for more information.

7.22 Which discretionary managers can be appointed?

You can find details of the discretionary managers available on [here](#) or by speaking with your account manager. We can look to add discretionary managers that you wish to use, at our discretion and subject to due diligence requirements.

7.23 Are there any additional charges for accessing discretionary manager portfolios in any product?

There are no additional platform or product charges for managing or investing in models via the investment hub. If a separate investment management fee is being applied, this will be fully disclosed and is taken as a distinct charge.

Managing your own models on an advisory or discretionary basis

Your centralised investment service must feel seamless to clients. So your processes must be delivered efficiently, regardless of the complexity. You must always feel confident that all your regulatory responsibilities are fully supported in a robust, efficient and timely way. Your investment proposition can be a key differentiator for your business and a key part of your client proposition. Whether you manage portfolios on an advisory or discretionary basis, you can now access our award winning Investment Hub to support your investment proposition. The model portfolio functionality enables you to create and maintain portfolios on Wrap on an advisory basis. Portfolios can be set up based on risk ratings and by products if required. Asset classes and weightings can also be selected and populated with individual funds or equities.

For firms with the relevant regulatory permissions we may also offer our Investment Hub technology. This enables discretionary managers or advisers with discretionary permissions to take central control over the portfolio management process with bulk rebalancing, automated rebalancing and a range of other specialist capabilities.

7.24 Does the platform offer investment management technology, allowing firms to manage their own model portfolio services?

We've specifically developed the Investment Hub to offer specialist investment management capability, for firms to manage their own model portfolio services on both a discretionary or a non discretionary basis.

It includes discretionary model portfolio management capability, the ability to charge a separate investment management fee (if you have discretionary permissions), auto and manual rebalancing, the ability to trade in bulk and at individual client level, production of specific COBS compliant statements, a range of Investment Management Information reports to support your investment managers and low cost aggregated bulk trading of exchange traded instruments.

If you have discretionary permission and wish to offer a discretionary investment service to clients of other financial advisers, the model portfolios that you offer via the Investment Hub can be made available to other financial advice firms who use Wrap.

7.25 Is bulk portfolio management available?

Yes, bulk processes are in place for rebalancing models and in addition, the 'active edit switch' allows you to edit the target allocations of a model portfolio and only trade across the assets that have been edited. Our bulk trading includes exchange traded assets.

7.26 Is your model portfolio technology fully integrated with Wrap?

Yes, the Investment Hub is a fully integrated proposition supporting straight through processing on all payments and withdrawals and a fully integrated reporting suite. You can easily mix and match models within products, rebalance between portfolios or attach and detach assets to models to avoid any out of market time or realising gains.

7.27 Professional Portfolio Manager

Wrap Professional Portfolio Manager is a unique feature delivering the centralisation of specialist investment functions and process automation allowing advisers to scale their business and reduce risk in the manual process. Allowing advisers to spend more time with their clients.

Through a separately controlled user interface with gated access, Professional Portfolio Manager provides clear segregation between financial planning and investment management processes.

Features include automated mechanical rebalancing with an efficient process for excluding clients from individual rebalances while retaining them in the model portfolio and avoiding portfolio proliferation. Professional Portfolio Manager provides financial planners with the ability to use multiple portfolios to match a client's goals and needs, such as retirement income or inter-generational wealth transfer.

7.28 What MI reporting is available to support my investment management?

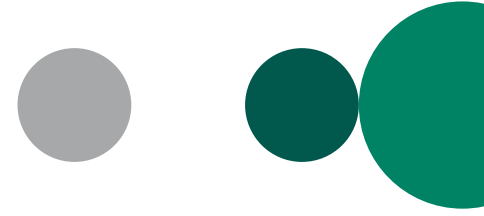
There's a wide range of reports to choose from to support your compliance, business management and marketing needs. As an investment manager, reporting is available through Wrap, and from the Investment Hub. Your firm controls the access.

There is a range of nine MI reports that you can run directly from the Investment Hub. You can choose to run these across all model portfolios or for a specific model portfolio across a selected date range. All reports are produced in excel format.

The reports available from the Investment Hub are:

Report	Description
Assets under administration	Shows overall AUA across all models or by model portfolio including a breakdown at client account level.
Deferred activity report	The Investment Hub operates a queuing system when there are multiple trade requests, so there is no need to re-enter a trade if one is already in progress. This report shows any accounts that have pending activities, either withdrawals or rebalances.
Holdings by account	Shows a full breakdown of all holdings at client account level.
Holdings by investment	Shows the total aggregated overall holdings for each investment.
Model cashflow report	Shows total money in and out over the selected reporting period.
Model fees report	Shows total investment management fees paid over the reporting period, broken down at client account level and showing VAT included in the payment.
Negative cash balances report	Shows any accounts with a negative cash balance in the portfolio cash account.
New accounts report	Shows any new accounts opened over the reporting period.
Tolerance violation report	Lists out by investment, by client any breaches of the tolerance limit set-up.

For details of the range of reporting available via the Wrap platform, please see section 10.



7.29 Can I mix and match managed portfolios?

The Hub gives advisers the flexibility to invest all or a proportion of their clients' assets in model portfolio solutions. They can mix and match managed portfolios to meet multiple needs and objectives of their clients, whilst remaining in control of the client relationship.

7.30 What rebalancing options are there?

The Investment Hub technology offers four different rebalancing options:

- Manual
- Tolerance based (automatic)
- Frequency based (automatic)
- Combination of tolerance and frequency (automatic)

You are able to rebalance at a model portfolio level or individual client account level if required.

This includes the ability to exclude specific client accounts when rebalancing at a model portfolio level.

7.31 Can a specific investment management fee be applied?

Yes, for firms with discretionary permissions a portfolio manager can be applied to the models. The portfolio manager fee is paid from the portfolio cash account. Each model set up on the Investment Hub will have an allocation to cash, held as 'portfolio cash'. This is separate to the Product and Cash Accounts on the platform. Adviser charges and platform charges are paid from the Product and Cash Accounts, depending on the product.

7.32 Are there any investment restrictions?

We offer access to over 4,000+ investment types via the Investment Hub including unit trusts, OEICs, Investment Trusts.

However, we don't allow direct equities for Wrap Offshore Bond.

8. Functionality

Functionality plays a big part in platform choice.

We've built our platform solution using leading technology.

This provides you with everything from current online valuations to illustrations to bulk trading and rebalancing.



8. Functionality

8.1 Is there a portfolio rebalancing facility?

When required for a client the rebalancing facility can be used on either an individual or bulk basis. The rebalancing tool will automatically calculate the orders (buys and sells) required to bring the client back to their agreed target asset allocation. The rebalancing facility places the buy and sells orders at the same pricing point to limit out of market time. The orders can be reviewed by the adviser before placing them.

The platform supports you to gather client consent enabling you to instruct orders. Regular payments can be redirected to the new allocation if the target asset allocation has changed.

This process enables you to review the rebalancing before placing trades and consider any impact relating to CGT, market timing, fund performance etc.

The rebalancing tool also redirects any regular payments into the new investment selection within the same process.

When using the bulk rebalancing functionality, you can rebalance clients with different target asset allocations and not simply those invested in model portfolios.

The Investment Hub supports manual and automated rebalancing. Rebalancing can be automated by frequency and tolerance. Manual rebalancing can be instructed in bulk on a model portfolio basis or on an individual client basis.

Frequency rebalancing can be set up to automatically rebalance a model on a weekly, fortnightly, monthly, quarterly, 6 monthly or annual basis.

The discretionary manager can set a tolerance for each asset in the Investment Hub. If using tolerance based rebalancing, when an individual account breaches a tolerance that account is automatically rebalanced. A minimum number of days can be set between automated rebalances.

Tolerances can be set for each asset without using tolerance based rebalancing, this would enable the discretionary managers to review any accounts that had breached tolerance by using our Tolerance Violation report.

8.2 Is bulk switching available?

Yes, our bulk switching tool enables you to simultaneously switch multiple clients from a single fund to one or more funds. Within the same process, the tool also enables you to redirect any regular payments to the new fund selection and can provide Excel outputs of client email and address details helping you to easily obtain client consent before completing the switch.

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

The platform facilitates straight-through processing for a range of processes such as:

- Purchase/sale of assets
- Switching and rebalancing funds (including bulk rebalancing)
- Real-time dealing
- Withdrawals
- Opening tax wrappers
- Payments
- Adviser charging

8.4 Can we update historical cost data for existing investments on the platform?

Yes, this can be added to the platform for use with CGT calculations.

8.5 Can the platform give me an aggregated charge calculation based on products, Wrap products, advice, investments and any discounts?

Yes, Aberdeen Wrap recognises advisers like to present the total cost of investment and advice to their clients. That's why our reports show the aggregated annual charge, including any discounts.

8.6 Do you support re-registration of assets?

Yes, where possible, we support the re-registration of assets both to and from our platform solution. We also facilitate electronic re-registration for mutual fund investments in our Personal Portfolio, Stocks and Shares ISA and Junior ISA when an external provider/platform can support this.

There's no charge for re-registering mutual funds to or from our platform solution.

For listed securities (and any other non-mutual fund investments) there are charges for re-registering in SIPP. There are no charges for ISA/Junior ISA/Personal Portfolio.

Aberdeen Wrap 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.

8.7 Is there a phased investment option for my clients?

Yes, the platform offers a phased investment facility over the following periods/frequencies

- Monthly
- Quarterly
- Half-yearly
- Annually
- Ad-hoc

8.8 What client reporting is available on the platform?

The client portfolio report enables advisers to share a modern, easy to understand and engaging view of their clients' portfolio. It shows a simplified snapshot of the valuation, performance and money movements.

There is a range of other adviser MI reports accessible on the platform. Please see Section 10 for more information.

8.9 Will my clients have online access to their Wrap account?

The client portal helps advisers deliver a high quality experience for their clients, using the latest digital standards. Advisers stay in control of access while clients have the reassurance they can self-serve high level plan information. Partnering with leading access management firm, Okta, the portal delivers the latest authentication security for clients when they login to their Wrap account.

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

You can add your adviser firm logo to the platform, and this will pull through to key client facing outputs.

8.11 Are there any additional set-up options available on the platform?

Yes, you can adapt the platform to meet your own requirements; add enter/check stages for certain processes (for existing firms only), set access levels within your firm, add pre-set adviser charging options and adviser specific model portfolios.

8.12 What documentation do my clients receive and when?

Wrap is an adviser-led platform. However, there's also a legal relationship between us as platform provider, and the adviser's client (as well as between the relevant wrap products providers and the adviser's 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
- Wrap Junior ISA maturity letter

8.13 Can the platform be set up to have compliance steps added to processes?

Yes, the platform has functionality which allows you to add 'compliance steps' to some of the processes. For example, before submitting certain instructions, they must be authorised by specific individuals of your firm.

8.14 Do you offer a bed and ISA facility?

Yes, we offer this functionality. Money can be moved from a Personal Portfolio straight into an ISA.

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

For more information, please consult the [Order Execution policy](#).

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

Subject to our Wrap client Terms and Conditions, dealing instructions received via Wrap will be placed within three business days of the day we receive them. This is as long as there's sufficient clear cash in the relevant cash account. It may be quicker, but timescales vary depending on the type of investments and the cut-off point offered.

8.17 Does the platform offer pre-funding?

We believe that clients don't want to wait for funds to be cleared before they're invested – that's why we in certain circumstances pre-fund tax relief, fund switches and rebalancing to ensure your clients time out of the market is reduced to a minimum or removed altogether.

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

Regular/New contributions	Wrap will make investment trades requested on the date each regular contribution payable by direct debit is expected.
Fund switches/rebalances	<p>Once we have the unit price, we place the buy trade at the next valuation point after the sell trade has confirmed.</p> <p>For rebalances we place the sell trades and buy trades at the same pricing point meaning there's no time out of the market.</p> <p>We will use our own money to fund the buy trade if there's non-receipt of funds from the sell trade or the buy trade has a shorter settlement cycle.</p> <p>We will ensure that buy trades will be funded even if they fall due before the sell trades settle. This applies to mutual funds only and not to Exchange Traded Investments.</p>
Tax relief on personal pension contributions	The full value of a contribution, including tax relief at source, made into the Wrap SIPP is available for investment as soon as the contribution has been matched to the plan.

Online functionality

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

Yes, you can. In addition to switching investments, the terms and conditions signed by your client also enable you to add/move money between products and/or invest money into new products and carry out rebalances or transactions online, subject to the relevant investment disclosure information being provided to your client.

8.19 Does the platform provide an online audit trail?

Yes, the platform has comprehensive audit trail tools which an adviser can control. These include functionality such as:

- History of screens viewed.
- Range of pre and post-sale validations which can be customised.
- Online document library for each client with the ability to scan certain documents into this and track.
- Correspondence with clients.
- Ability to track all transactions, re-registrations/transfers and new business applications.

Details can be filtered by client, by product, by fund and by the provider.

8.20 What regular payment frequencies are available?

Regular payments into products can be made at different frequencies:

- Monthly
- Quarterly
- Half-yearly
- Annually

8.21 What payment methods are available?

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

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

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

For those that choose to opt for paperless, Wrap 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.



8.23 Do you accept e-signatures?

For our most frequently used documents, including new business and client instructions, e-signature can now be used.

We have an approved list of e-signature solution providers. Note: we are not party to the licence with the approved e-signature provider. Advisory firms will need to use their own licence.

We also offer a fully integrated online e-signature solution on individual new business journeys on the platform for new and existing clients. There is no charge for this service.

The service fully complies with the Electronic Identification, Authentication and Trust Services (eIDAS) regulation.

We will still require wet signatures for Trust Deeds and Powers of Attorney as these documents need to be witnessed for legal reasons.

We will also need wet signatures for External APS Forms (APS1 and APS33) as we need to send them to external providers (we cannot guarantee they will accept an e-signature) requesting the APS transfer and this is an HMRC requirement.

Additionally, the process for submitting Defined Benefit transfers remains unchanged. It is a process where we must still receive wet signatures and original documentation because of the requirements of ceding schemes.

To find out more view our **E-signature quick guide**.

8.24 Are there notification tools to help me manage my client accounts?

There are a number of notifications available to you. We offer mandatory and non-mandatory notifications. Please note that Mandatory notifications cannot be switched off. Non-mandatory notifications can be configured to be set up at Firm Level (all advisers) or Adviser Level (selected advisers). Please note that Firm Level is only offered to permissioned Admin users. Adviser Level is set/managed by the individual user.

Asset Status Change

An Asset Status Change notification is triggered when a change has been made to an instrument's status within a model or an account portfolio.

Auto-Disinvestment triggered due to insufficient cash to pay charges

An Auto-Disinvestment due to insufficient cash to pay charges notification is triggered when the platform has tried to deduct a charge from available cash and invokes disinvestment. This is applicable for all charge types - platform, adviser and discretionary investment manager.

Cash Balance Below 1%

A Cash Balance below 1% notification is triggered, per sub account, when the value of a client's portfolio cash account falls below 1% of the total portfolio value. Notification only sent once for each time the cash falls below 1%.

Cash Balance Below 2%

A Cash Balance below 2% notification is triggered, per sub-account, when the value of a client's portfolio cash account falls below 2%, but is more than or equal to 1% of the total portfolio value. Notification only sent once for each time the cash falls below 2%.

Deal Cancelled

A Deal Cancelled/Rejected notification is triggered if an order status is changed to rejected by a platform user manually rejecting a trade through the platform.

Deal Complete

A Deal Complete notification is triggered for a client when an order placed against their account has its status changed to complete.

Deal Expiry

A Deal Expired notification is triggered if a market order in an Exchange Traded Fund Instrument expires and is not fulfilled.

Deal Instructed

A Deal Instructed notification is triggered when a buy, sell or switch order has status changed to placed.

Deal Requested

A Deal Requested notification is triggered when a buy, sell or switch order has status changed to authorised.

Direct Debit Failure/Cancelled/Not Received

A Direct Debit Failure/Cancelled/Not Received notification is triggered if a direct debit instruction cannot be accepted by the bank.

Direct Debit Form

A Direct Debit Instruction notification is triggered when a bank account is nominated, but platform operations has yet to receive the direct debit form documentation.

E-Signature

An E-Signed Document notification will be triggered when an e-signed document is received into the document library.

Failed Adviser Charge

A Failed Adviser Charge notification is triggered when a charge has been outstanding for greater than 30 days and has now failed.

First Regular Withdrawal

A First Regular Withdrawal complete notification is triggered when the first withdrawal of a regular payment out has been completed for an account.

Gone Away

A Gone Away client notification is triggered when an item of correspondence has been returned from the current address and the gone away marker against the record is updated to yes.

8.25 What are the withdrawal options?

Your client can choose to take fund specific withdrawals or withdrawals in proportion across their investments. This enables the asset allocation to remain in line with the client's attitude to risk.

- Single
- Regular (Monthly, Quarterly, Termly, Bi-Annually & Annually)
- Date 1-28
- % or fixed
- Per fund, per combination, proportionate, cash

We pay all Tax Free Cash payments by CHAPS and Income by BACS (3-5 working days).

8.26 Drawdown Price Lock

You can choose to lock the SIPP platform charge when assets are at their highest and price is the lowest – before taking tax-free cash or an income.

- The Drawdown Price Lock means the SIPP platform percentage charge will not change or increase as their pot reduces during drawdown
- Flexibility to reset the lock annually (relock up to once in a 12 month period)
- Lower fees in drawdown, when customers need it
- Funds reduce

Full details of the charging structure can be found in the **Wrap charging guide** and the **Client terms and conditions**.

8.27 What's the process for an individual converting from capped drawdown on your SIPP to FAD?

Flexi-access drawdown is available to new and existing SIPP accounts in full or partial drawdown. The SIPP 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 PCLS payments. It also provides capped drawdown functionality. If multiple arrangements already exist (because of transfers in), benefits will continue to be held in separate arrangements until they're converted.

Arrangements can be converted using our straight-through, on-platform process.

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

No.

9. 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.



9. Access

Adviser access

9.1 When is the platform accessible to me?

We aim to make the platform available 24 hours per day, every day. Technology enhancements are released quarterly and scheduled on a Saturday night from 11.00pm to 07.00am on Sunday morning. Occasionally ad hoc releases are required; these are typically done midweek outside of business hours and you are always given advance notice of this, via email.

9.2 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 our client servicing teams for security reasons.

9.3 Does the platform provide access to client documents?

Yes, it does. The platform 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.

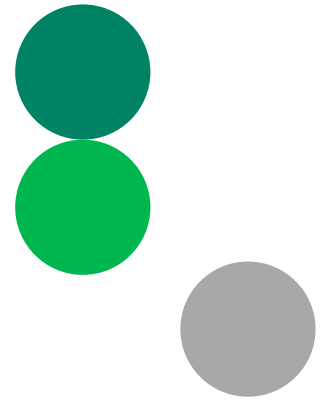
9.4 What levels of adviser access does your platform solution offer?

Wrap offers flexibility regarding access levels both for advisers and clients.

These can be set up and administered by an appointed person within the adviser business.

There are five levels of access:

Read-only	The ability to access all information on the platform, but with no ability to amend.
Transact	As above, plus the ability to enter and edit client data.
Management	Management access enables a user to view all data on the platform solution including all management information (MI) reports, but not to set up or maintain portfolios.
Administrator	Read and transact capability, plus the ability to amend data to Wrap users within the business, e.g. staff profiles and access levels plus adding/deleting users and also setting up access for clients. The administrator is also able to set up and maintain any model portfolios, but not access MI.
Administrator, plus MI	As above, plus the ability to obtain management information.

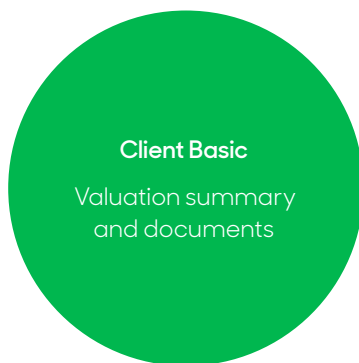


Client access

9.5 What different levels of access are available to clients?

Your clients can access their Wrap account online, and this is controlled by you.

There are three levels of access:



9.6 Can my client obtain their valuations online?

You can agree with your client that they should have view-only access to the Wrap client portal.

You can also customise the information they access from a wide range of options including valuations, performance, asset allocation, fund information, and document library.

9.7 Can my clients place any transactions themselves online?

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

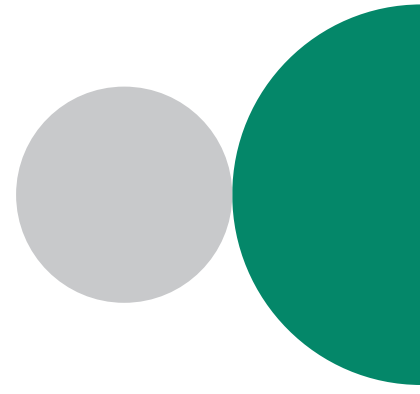


10. Tools and Reporting

Our suite of adviser tools help you meet your clients' investment needs with enhanced flexibility, analysis capabilities and access to third-party services. We also offer enhanced reporting, so you can see consolidated client data on a single report.



10. Tools and Reporting



Tools

10.1 How flexible are your asset allocation models?

For each risk level there is the potential for some portfolios to be produced based on:

- Existing assets (if added to the platform)
- Length of time to invest

However, you've the flexibility to amend the asset allocation weightings in the suggested portfolio for your client, review the outcome and then use that if deemed appropriate.

10.2 What portfolio and fund reporting options do you have available?

We developed the MyFolio Lookthrough Reports to give you easy access to the latest fund performance, detailed underlying fund holdings, asset allocation updates, and market commentary.

You can stay informed with our monthly fund reports and Key Investor Information Documents (KIIDs), which provides clear insights into the performance for each MyFolio fund range.

The Lookthrough Reports also includes quarterly reports for each fund range, including cumulative and discreet performance.

10.3 Are your platform tools provided by third parties?

Yes. Third parties provide many of the tools available on our platform. To select third-party providers, a thorough due diligence process is undertaken.

Third party provider and Service:

- **FNZ** – Platform Infrastructure Supplier, custody, trading and nominee services
- **Financial Express** – KIIDs, Fund Factsheets, Fund data provision

- **Origo** – Unipass Identity Provider, Origo Transfers Service, Integration Hub
- **Okta** – Identity Management
- **HSBC & Winterflood** – provide Aberdeen Wrap with stockbroker services to buy and sell any of the securities which we make available on the Wrap Platform. HSBC also provide certain custody services.
- **Bondsmith** – provide services to enable customers to deposit funds in deposit accounts held with a number of banks or building societies.

Currently, FNZ provides Platform Infrastructure Supplier, Investment Selection tool, Rebalancing tool, Bulk trading tools, Wrap User Interface, and Appointed Nominee back office trading.

10.4 Which back office service providers does Wrap integrate with?

Current functionality allows users of all the main adviser software systems, e.g. IRESS (Adviser Office and XPLAN), Intelliflo, Focus Solutions, Distribution Technology, Time4Advice, Plum Software, Capita, and Creative Technologies to receive valuations (including funds, unit holdings etc.) and where relevant also adviser remuneration data (commission, fees and Adviser charge).

We also have new business two-way integration available with IRESS (Adviser Office and XPLAN) and Intelliflo. We're committed to helping advisers transform their business with integration being a key part.

10.5 Who are your Banking Partners?

The main bankers for the Wrap platform are HSBC, all day to day operational banking goes via HSBC. We also use Standard Chartered Bank and Citi Bank as diversification banking partners to enable the platform to spread the total client money over 3 banking partners.

10.6 Do you have a CGT calculator?

Aberdeen Wrap can provide information from the platform to support you when calculating Capital Gains Tax for clients. Wrap offers two CGT tools to support advisers.

The CGT report shows the gains and losses of disposals made on the platform, while the Capital Gains Tax Scenario Tool (CGST) allows you to model the impact of trades on a client's CGT position based on a range of scenarios. Trade instructions can then be given directly from the CGST.

10.7 Does the platform generate pensions illustrations?

Yes, products illustrations are produced online based on a combination of inflationary factors and standard investment growth. All illustrations generated are stored in the client document library.

10.8 Are there any extra costs?

There are no additional charges for use of our tools as they are an integral part of our service proposition and key to supporting good client outcomes through your advice processes.

10.9 Can the platform notify me if my client's cash balances are low?

You can produce a regular cash balance report via the platform highlighting clients whose account has a low balance.

The platform will also send an alert to you if there's an outstanding charge or insufficient cash to pay charges, for example, platform/product charges or adviser charges.

Should the balance reduce to zero and charges are due, the platform may sell investments via our auto-disinvestment functionality.

Reporting

10.10 What client reporting do you offer?

The platform can produce client reports at overall Wrap account level, product level and consolidated for single, joint or trust accounts. Plus, you can add your adviser firm logo to the platform, and this will pull through to key client facing outputs.

Tool	Description
Adviser Remuneration Report	Shows clearly the adviser charges that have been deducted from a client's account in a given date range.
Capital Gains Report	Advisers can generate a report of transaction gains and losses enabling them to calculate a clients' Capital Gains Tax (CGT) liabilities offline. You can also record the original book costs of assets transferred onto the platform to allow a more accurate CGT calculation.
Cash Transactions	Shows all cash transactions for a selected period.
Client Portfolio Report	This is a comprehensive report that includes account details, "snapshot" information such as opening & closing values, money in & out, return, valuation, performance, insights and transactions.
Client Review	Includes valuation, performance and transaction statements.
Investment Transactions	Shows all investment transactions for a selected period.
Performance	Summarises the main changes to a client's portfolio over a selected period. It shows opening and closing values and the return on the client's portfolio both before and after tax and charges. The data is also shown at portfolio level.
Valuation	Summarises the client's investments by product and asset class, and shows the value at the date selected.

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

There's a wide range of reports to choose from to support your compliance, business management and marketing needs. Your firm controls the access. All Wrap MI reports are easy to analyse and can be exported.

Tool	Description
Adviser Charges Report	<p>This report brings together Paid, Outstanding and Pending Adviser Charging in one segregated report which helps advisers actively manage cash should they not wish to utilise auto-disinvestment to cover adviser charges. The reports also enables reconciliation of adviser charges with back-office systems. The information contained in the reports includes Adviser Name, Customer Account Number, Account Name, Product, Type of Adviser Charge, Due Date, Expected Adviser Charge, Source Payment Amount, Product Payment to be deducted from, Cash Account value and Product Cash Value.</p> <p>The individual reports included are:</p> <ul style="list-style-type: none">• Outstanding Adviser Charge Report• Pending Adviser Charge Report• Paid Adviser Charges
Adviser Dealing	<p>Helps you identify what deals have been booked, filled or cancelled over various periods of time. It complements the Track Orders functionality that's available on the platform at an individual client level. This shows for each deal: User (i.e. who entered the deal); the adviser name, client number, client name, product name, model portfolio indicator, fund code, fund name, deal reference, date and time deal entered, deal type, deal value and deal status.</p>
Adviser Remuneration	<p>We've four reports available on the platform which help you actively manage cash on Wrap if you don't wish to use auto-disinvestment to cover adviser charges. The reports also enable you to reconcile adviser charges with your back-office system. The information contained in the four reports is: adviser name, customer account number, account name, product, type of adviser charge, due date, expected adviser charge, source payment amount, product payment to be deducted from, Cash Account value and Product cash Value.</p> <p>The reports are:</p> <ul style="list-style-type: none">• Outstanding adviser charge report• Pending adviser charge report• Paid adviser charges• Failed and cancelled adviser charge report
Adviser Remuneration Report	<p>Gives more details on those clients paying commission including Product, Inception Date, Value, Type of Commission, Rate, Total.</p>
Asset Allocation	<p>Summarises the weighting in each asset class – both in monetary terms and as a percentage at product level. You can produce this for any time period to carry out a side by side comparison. This shows product by product, the aggregate value of each product as at a given date and the allocation of each product to the various asset classes shown on the platform.</p>
Cash Balances	<p>Shows total client cash holdings and a client by client summary of total funds under management. This report is useful for monitoring low or high cash balances and viewing the total funds under management.</p>
Client Listing	<p>Allows you to identify all clients on the platform providing all the relevant client contact data such as name, account number, address, phone and email address. This report is most useful for preparing client mailings for marketing purposes.</p>
Commission Paying Accounts Report	<p>Listing any clients still paying commission.</p>
Customer Terms Report	<p>Showing current client terms including product and platform charge. For each client it shows: Client Account, Account Name, Business Writer, Product Administration Charge Current Terms and Platform Charge Current Terms – this also includes % charged.</p>

Tool	Description
Failed and Cancelled and Adviser Charge Report	This shows a list of all payments that have failed to be paid and those that have been cancelled.
Income and Withdrawal Instruction Report	Showing all active regular pending instructions.
Income and Withdrawal Report	Showing historical income and withdrawals over a specified date range.
ISA Subscription	Allows you to identify which clients have a current year ISA, on Wrap. If they have a current year ISA, the amount subscribed shows with details of any regular contributions. This shows Adviser name, client name, client number, current year Stocks and Shares ISA, regular Stocks and Shares ISA payments, Cash Account balance, Personal Portfolio cash balance and Personal Portfolio value.
MyFolio Holdings	Lists out all clients that have a holding in a MyFolio fund and the value of that holding.
Single Asset Listing	Full fund details and includes available Mutual & Insured funds, Equities & ETFs, Gilts and Bonds and Model Portfolios. This report shows Asset Class, Instrument Type, Instrument Name, Fund Manager, Clean Share Class, CITICODE, SEDOL, ISIN, MEX ID, Income/Accumulation, AMC, Tradability Status and also which product it is enabled for.
SIPP Detail	Helps you to efficiently manage your clients' pension arrangements. The report details all your clients' pension holdings including the current value; the cash value, % held in cash and whether your client is in drawdown or not. It also shows the drawdown type; pre and post pension value, the level and frequency of income being taken and the value of tax free lump sum still available.
Total Holdings	Shows all investments for all clients, and is sorted by product. You can search by adviser, product, IMA sector, fund manager, asset class, date and fund. For each holding, it shows adviser name, client number, client name, product name, fund code, fund name, fund manager, share class, asset class, IMA sector, number of units, and value of units.

11. Support services

Our commitment is to support you through a comprehensive suite of services. This includes assistance from our highly skilled professionals who are ready to address any enquiries on our Wrap platform, as well as specialised consultancy in pensions, tax, and wealth transfer.

We provide dedicated contact points, access to thought leadership, and CPD learning modules to enrich your experience with us.



11. Support services

11.1 What online support do you provide?

Aberdeen Wrap Adviser is our website giving support in many key areas and providing access to:

- 'How do I?' guides
- Training guides
- Product information
- Fund information
- Regulatory information
- Wrap developments

A full literature library is also provided on the Wrap platform which has copies of all the terms and conditions, key feature documents, and other Wrap literature.

11.2 Do you have a regional sales team?

Yes we have local Account Managers, Platform Consultants and a telephone based service. They're responsible for helping you, your business and clients maximise the benefits of our platform solution.

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

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

We do. The Client Engagement Hub is available from 9am to 5.30pm Monday to Friday. They can respond to phone enquiries at 0345 279 1001.

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

Our Client Engagement Hub can deal with your phone and email enquiries while our Platform Consultants and Account Managers offer face to face support.

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

11.5 What does a typical implementation process for a new adviser look like?

The key implementation steps for new advisers are:

- Engaging with your business, offering a platform demo and an opportunity to understand your business model
- Project planning to set expectations and agree who is responsible for key tasks
- Business consultancy and planning to ensure the firm is prepared for changes to their business model
- Reviewing and providing best practices on processes
- Workshops and tailored training master classes held to inform advisers of key functions
- An implementation review allowing us to assess areas of strengths and where further training is required.

11.6 Do you have a team devoted to helping advisers implement Wrap 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 our platform solution such as branding and will build the appropriate training programme for your staff.

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

Pensions, tax and wealth transfer, is available through our Techzone **website**. We provide insights to help you understand the latest changes and what it means for your clients. We also keep you up to date with new legislative changes.

11.8 Do you have a team of pension technical specialists?

Yes, there are specialist pension technicians available within the SIPP servicing team and also in our dedicated Technical Consultancy team to support you at techzone.aberdeenadviser.com.

11.9 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.

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

Yes, the platform 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 content.

The Account Managers and Platform Consultants can also provide assistance and expertise for this activity.

11.11 How can I get involved?

You can get involved and share your feedback on our **Adviser Community**. You can play a key role in testing, to ensure solutions are proven, robust and ready for your business when we launch.

Members of the Community will help us to develop and shape new solutions as well as other exciting initiatives. You'll get a chance to be involved in a variety of different opportunities and give feedback ahead of launch.



The support we provide

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 the Wrap platform 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 **techzone.aberdeenadviser.com** 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 Wrap

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

Dedicated local
Account Manager

Expert technical
consultancy

Online support

An integrated and efficient support service

Dedicated Platform Consultant

Adviser Support team

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 Aberdeen Group's comprehensive Wrap platform solution can support your business model and make day-to-day business more efficient.

And best of all?

It can help to take off the pressure. Now and in the future.



Please speak to your usual Aberdeen Wrap contact to find out how Wrap can support your business and help you to meet your clients' needs.

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

Email: **business.development@aberdeenplc.com**

For more information visit aberdeenadviser.com

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