



For financial advisers only

# Report Zone guide

## Aegon Retirement Choices and One Retirement

The screens shown are for demonstration purposes only, they don't represent a real customer.



# Report Zone guide

This guide explains how to make the most out of Report Zone for your Aegon Retirement Choices (ARC) and One Retirement clients, by helping you to understand:

- What Report Zone is and the variety of reports you can get from it.
- The difference between the reports and what you can use them for.
- The main reports that may be most useful to your business.

For further support when using ARC or One Retirement, see our full range of [Online support guides](#).

If you need help logging in, view our [Using ARC and One Retirement guide](#).

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# Logging in to Report Zone

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# Report Zone access levels

Log in to **Report Zone**. If you've forgotten your password select **Reset Password**. Your user role will determine what you're able to access on Report Zone.

Role	Report Zone access level
Firm administrator only (no access to another role)	Access to all clients under intermediary firm/branch/network
Intermediary	Access to your clients only
Paraplanner	Access to all clients under intermediary firm/branch/network
Discretionary fund manager (DFM) user or administrator	Model portfolio and charges information only



A young Black woman with short hair, wearing a red sleeveless top and large earrings, is smiling warmly at the camera. She is holding a white tablet computer. The background is a blurred office or modern interior with large windows and architectural details.

## What is Report Zone?

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# What is Report Zone?

- It's a separate reporting website accessed from your dashboard.
- It holds lots of information about your clients, their investments and your business, including:
  - Adviser remuneration
  - Client valuations
  - Income distributions received by your clients
  - Investments held or traded by your clients
  - Model portfolio management
  - Product wrappers opened and held by your clients

# What is Report Zone?

## Features

- Wide range of data
- Client specific reporting
- Client bank reporting tools
- Customisable reporting
- Measure performance of business
- Allows you to identify opportunities
- Identify risks and trends
- Ability to interrogate information

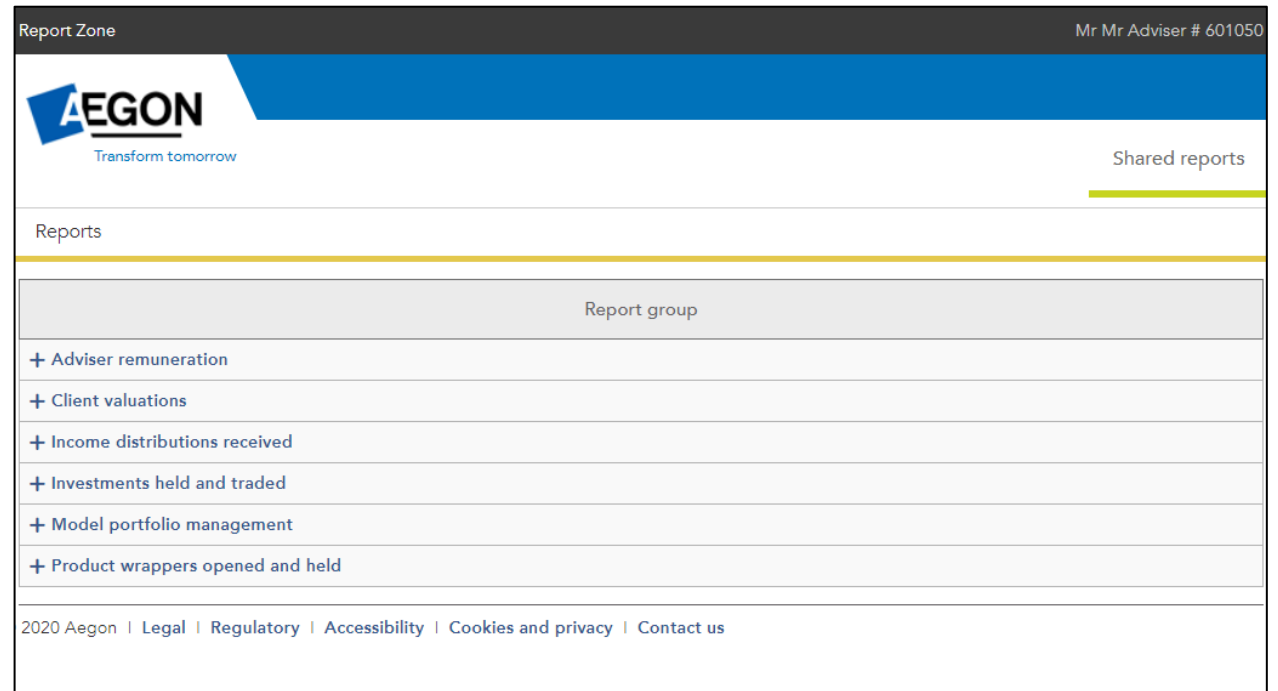
## Benefits

- Reports are available all day, every day
- Tailor reporting to your own needs
- Improve transparency for your business
- Manage risks effectively
- Target client opportunities efficiently
- Potentially increase revenue
- Assess business performance



# Report Zone – report categories

- We've grouped the reports into the following six categories to make it easier to navigate:
  - Adviser remuneration
  - Client valuations
  - Income distributions received
  - Investments held and traded
  - Model portfolio management
  - Product wrappers opened and held



The screenshot displays the 'Report Zone' interface for 'Mr Mr Adviser # 601050'. The header includes the AEGON logo with the tagline 'Transform tomorrow' and a 'Shared reports' link. Below the header, the word 'Reports' is displayed. A table lists six report categories, each with a plus sign icon to its left:

Report group
+ Adviser remuneration
+ Client valuations
+ Income distributions received
+ Investments held and traded
+ Model portfolio management
+ Product wrappers opened and held

At the bottom of the page, there is a footer with the text: '2020 Aegon | Legal | Regulatory | Accessibility | Cookies and privacy | Contact us'.



## Using Report Zone

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# Using Report Zone

Here are some of the actions you can take on Report Zone. The links below go to the relevant section of this guide.

Action	Report to use	Section in Report Zone	Benefit
Reconcile fee payments received by us	Adviser charges report	<a href="#">Adviser remuneration</a>	Easily export a fee statement that will match with the Aegon payment received in the bank.
Run an individual client report to show performance	Client valuation report	<a href="#">Client valuations</a>	Produces a client facing document displaying gains over a defined period as '%' and '£'.
View all clients and their total AUA on the platform	Client data report	<a href="#">Client valuations</a>	Displays total client valuation at current date including additional detail such as address, date of birth, National Insurance number and email.
See which clients are invested in particular funds	Investments currently held by client report	<a href="#">Investments held and traded</a>	Used for identifying clients in specific funds which is useful when there are corporate actions. For example, fund suspensions.
Identify clients with large/residual cash balances	Customised product level data	<a href="#">Product wrappers opened and held</a>	View the cash percentage held which can prevent clients being in cash for longer than expected. You can also identify clients with residual balances.
View and track clients' transactions in bulk	Investments traded by clients report/Dealing report	<a href="#">Investments held and traded/Product wrappers opened and held</a>	Allows you track in-flight trades by checking the status of individual deals.
View a client's regular transactions	Regular income and contribution report	<a href="#">Product wrappers opened and held</a>	Enables you to filter to specific dates to see individual monthly amounts as well as totals invested/ withdrawn within tax years.
Check a client's fund/product level income mandates, distributions and natural income payments	Income distribution and consolidated natural income analysis report	<a href="#">Income distributions received</a>	Enables you to analyse the income mandate for all clients including distribution amounts (inc/acc funds) and consolidated income payments for clients.
View when a client was linked/rebalanced into a model portfolio/DFM	Model portfolio status report	<a href="#">Model portfolio management</a>	Track all clients linked to model portfolios/DFM's - useful when bulk rebalancing and monitoring what version of a model portfolio a client is linked to.
How do I view available ISA allowances?	Customised wrapper level data	<a href="#">Product wrappers opened and held</a>	Provides unused ISA allowances and the annual ISA regular contribution amount giving you all the information required for a TYE campaign.





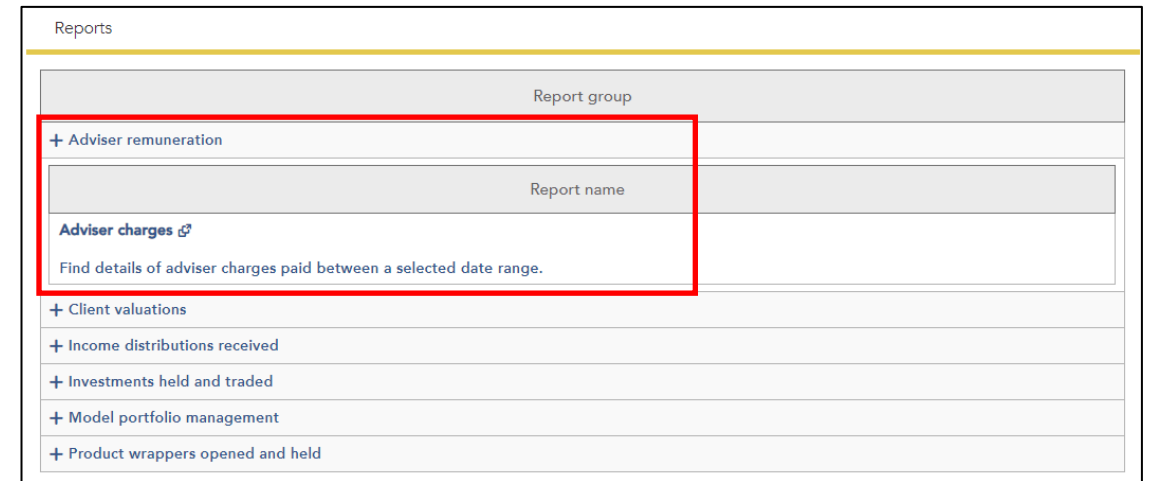
# Adviser remuneration reports

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# Adviser remuneration reports

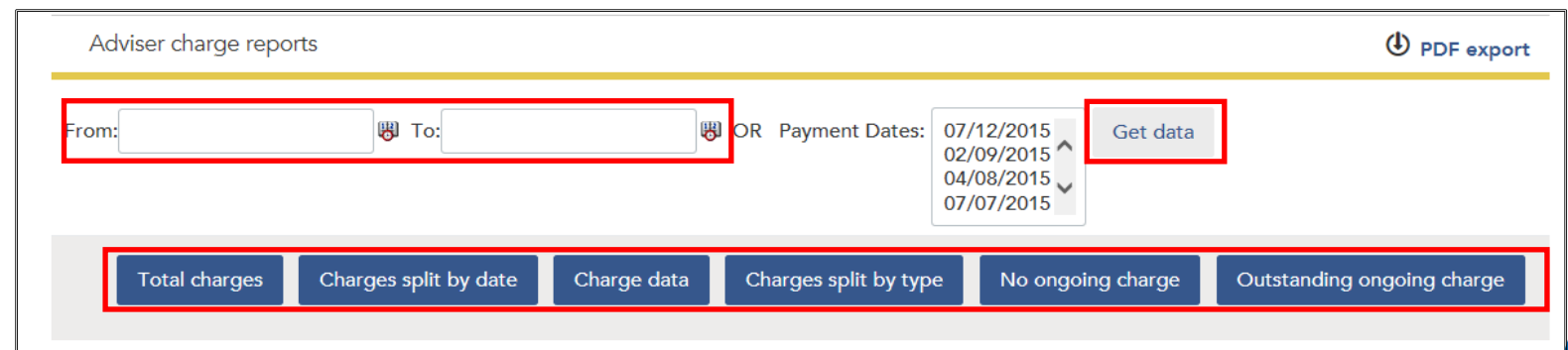
Select **Adviser remuneration reports** from the **Report group**, then select the report name **Adviser charges**.



The screenshot shows a 'Reports' menu with a yellow header. Under the 'Report group' section, '+ Adviser remuneration' is highlighted with a red box. Below it, under the 'Report name' section, 'Adviser charges' with a small external link icon is highlighted with a red box. Below this, the text 'Find details of adviser charges paid between a selected date range.' is visible. Other report groups listed include '+ Client valuations', '+ Income distributions received', '+ Investments held and traded', '+ Model portfolio management', and '+ Product wrappers opened and held'.

Enter a date range or select payment dates.

Then select **Get data** and select the report you want.



The screenshot shows the 'Adviser charge reports' interface with a yellow header and a 'PDF export' button. The 'From:' and 'To:' date input fields are highlighted with a red box. To the right, the 'Payment Dates' dropdown menu is open, showing dates: 07/12/2015, 02/09/2015, 04/08/2015, and 07/07/2015. The 'Get data' button is also highlighted with a red box. At the bottom, a row of report selection buttons is highlighted with a red box, including 'Total charges', 'Charges split by date', 'Charge data', 'Charges split by type', 'No ongoing charge', and 'Outstanding ongoing charge'.

# Adviser remuneration reports

## Description of reports available

Report	Summary
Total charges	A summary of the total amount of charges paid, split by adviser charge type within the chosen/selected date range.
Charges split by date	<p>The charges by month within your chosen date range. Charges are grouped by charge type on the chart per month of the payment date.</p> <p>You can select the chart or select <b>Charge data</b> below the table to view the breakdown of payments. The previous year's total charges are shown where this is available for comparison. You can download to Microsoft Excel through a .csv file download.</p>
Charge data	All charge payments within your chosen date range at a product level. You can view an individual client's charges from the dropdown selection. You can download this data to Microsoft Excel through a .csv file download. This is generally the most common report used.
Charges split by type	All charge payments within your chosen date range, split by charge type. You can select each type and view the underlying product(s) by selecting the charge type text.
No ongoing charge	All products which currently don't have either ongoing percent/monetary charge or term based initial charge set up.
Outstanding ongoing charge	All products which have an outstanding charge waiting to be paid.

# Adviser remuneration reports

## Things to consider

- You can select a date range **or** payment dates – you can't choose both – then select **Get data**.
- The **Charges split by type** report lets you compare intermediary charges for the current year with those in the previous current year.
- Use the **Outstanding ongoing charge** report to find out if clients have a debit on their account.
- To view charges paid in a given month use the **Charge data** report.

Report Zone > Adviser charges

**AEGON**  
Transform tomorrow

Shared reports

Adviser charges PDF export

From:  To:  OR Payment Dates: 20/04/2020 14/04/2020 06/04/2020 30/03/2020 23/03/2020 Get data

Total charges Charges split by date Charge data Charges split by type No ongoing charge Outstanding ongoing charge

Total charges

This report shows the total split of charges by charge type within the chosen date range.

Legend:  
■ Ad Hoc Adviser Charge  
■ Initial Adviser Charge  
■ Ongoing Adviser Charge

A woman with dark hair, wearing a bright yellow long-sleeved blouse with a ruffled collar, is sitting at a wooden desk in an office. She is smiling warmly at the camera. On the desk in front of her are a white mug, a black mug, and some papers. The background is a blurred office environment with another person in a red shirt visible in the distance.

# Client valuation reports

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# Client valuation reports

## Description of reports available

Report	Summary
Bulk client valuation	Shows the total value and performance for each fund the client holds on ARC by product. You can generate up to 10 client reports at the same time.
Client data	You can tailor this report based on personal information. You can sort, filter and export the data, and upload the report into your back-office system for mailings.
Client valuations	Use this report to view your client's current holdings, performance, asset breakdown and transaction summary. Download to Microsoft Excel, Word or PDF if you need. You can also access this report from the client summary screen.

A man with a beard and a dark cap is shown in profile, looking towards the right. He is wearing a blue denim jacket and has a tan backpack on his shoulders. He is holding a tablet computer in his hands. The background is a blurred outdoor scene with trees and a body of water, suggesting a park or a lakeside setting. The lighting is warm, indicating it might be late afternoon or early morning.

## Income distributions received reports

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# Income distributions received reports

This report gives you a view of clients invested in income producing funds between set dates.

Select **Income distribution received reports**, then **Income distribution and consolidated natural income (CNI) analysis**.

Select your date range, Branch, Adviser and the clients you would like to view the income for. You can then select the reports you want to view.

The screenshot shows a 'Reports' menu with a yellow header bar. Below the header, there are three expandable report groups. The first group is 'Adviser remuneration', the second is 'Client valuations', and the third is 'Income distributions received', which is highlighted with a red box. Below these groups is a 'Report name' section. The first report listed is 'Income distribution and consolidated natural income (CNI) analysis', which is also highlighted with a red box. Below the report name, there is a description: 'For clients invested in income producing funds, view, by product, the income distribution options.'

The screenshot shows the configuration page for the 'Income distribution and consolidated natural income(CNI) analysis' report. The page has a title bar with the report name and a 'PDF export' button. Below the title bar, there are several input fields and dropdown menus: 'From:' and 'To:' date pickers, 'Branch:' and 'Adviser:' dropdown menus, and an 'Investor search:' field with a 'Search investor' button. Below these fields, there is an 'Investor Name:' dropdown menu. At the bottom of the page, there are four buttons: 'Income Payments', 'Distributions', 'Product Mandate', and 'Fund Mandates', all of which are highlighted with a red box.

A man with grey hair and a beard, wearing a black long-sleeved shirt, is seated in a wheelchair at a wooden desk. He is talking on a silver smartphone held to his left ear with his left hand. With his right hand, he holds a black pen and is writing in a spiral-bound notebook. On the desk, there is a large computer monitor on the left, a keyboard, and a brown leather folder. The background shows a bright window with white curtains and a green indoor plant. A large blue triangular graphic is overlaid on the right side of the image, containing the text.

## Investments held and traded reports

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# Investments held and traded reports

## Description of reports available

Report	Summary
Client investment strategy	Details all clients and their current investments, as well as their default investment strategy, making it easy to see if the portfolio is meeting its goals.
European MiFiD Template (EMT) data	View full EMT fund data for all investments on the platform.
Investments currently held by client	Find all the investments held by one client and in each wrapper.
Investments currently held by manager	Shows investments currently held by asset manager. You can select the asset manager to view individual investments and see which clients hold them.
Investments traded	Details all transactions, by wrapper, between your chosen dates.
Investment traded by clients	View wrapper transactions between your chosen dates – it doesn't include pending transactions.

A photograph of a young woman and a young man smiling and talking in a mountainous landscape. The woman is in the foreground, wearing a dark jacket and a grey scarf. The man is behind her, also smiling. The background shows a blurred mountain range under a bright sky.



# Model portfolio management reports

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# Model portfolio management reports

To access, select **Model portfolio management reports**. Then choose one of the following:

- Model portfolio analysis
- Model Portfolio Status

Report name
<b>Model portfolio analysis</b>  View a breakdown of the model portfolios available, how much is invested in each and linked clients.
<b>Model Portfolio Status</b>  View your clients? wrappers linked to a model portfolio including variance and rebalance status.

# Model portfolio management reports

Use the **Model portfolio analysis** to drill down to **Asset info**, **Investor info**, **Asset performance** or **Model performance** for each model portfolio set up.

You can select specific models and advisers as well as a date range.

Model portfolio report PDF export

Run date: 4/29/2021 Adviser: Harry Adviser 23768 Status: << ALL >>

Model: Alpha Passive Profile Oct Cash Get data

[Summary](#) [Asset info](#) [Investor info](#) [Asset performance](#) [Model performance](#)

## Asset info

This report shows the model AUM and investment strategy grouped by Adviser.

Asset name	Asset percent	Value £
<b>Adviser: Not in use</b>		
<b>Model: Alpha Passive Profile Oct Cash</b>		
Fidelity Index Europe ex UK P Acc	2.00%	0.00
Fidelity Index Japan P Acc	2.00%	0.00
Fidelity Index UK P	2.00%	0.00
Fidelity Index US P	2.00%	0.00
Fortem Cap Progressive Gth A GBP	4.00%	0.00



# Model portfolio management reports

**Model Portfolio Status** shows you information including:

- Client wrappers linked to a model portfolio
- Model portfolio name and status (open/closed)
- Current variance of the asset allocation against the original model
- Date a wrapper was first linked
- Rebalance dates
- If there are regular contributions that are also linked to the model
- If auto rebalancing has been set up and if so the date of the next auto rebalance

The screenshot shows the Aegon Model Portfolio Status report interface. At the top, there is a breadcrumb trail: "Report Zone > Model Portfolio Status". Below this is the Aegon logo with the tagline "Transform tomorrow". The main heading is "Model Portfolio Status". A red box highlights the filter section, which includes a "Branch:" dropdown menu set to "All", an "Adviser:" dropdown menu set to "Aegon Integration", and a "Get data" button. Below the filter section is a table with the following columns: NetworkName, BranchName, AdviserName, ClientID, ClientName, JointHolders, WrapperID, ProductComponentName, and Model. The table is currently empty. At the bottom of the page, there is a footer with the text: "© 2020 Aegon | Legal | Regulatory | Accessibility | Cookies and privacy | Contact us".

Select Branch and Adviser (you can select all if you wish) and then select **Get data**.



# Product wrappers opened and held reports

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# Product wrappers opened and held reports

There's lots of useful reports in this section such as **value of products moved to a different adviser** and **remaining ISA allowance for each client in the current tax year**.

Report	Summary
Client income and withdrawals	View regular and ad hoc withdrawals, and any pension income taken by your clients.
Completed transfers	Shows transfer in details for each client.
Customised wrapper level data	Allows you to customise your report to include various fields held against each wrapper on ARC.
Dealing Report	View details of in-progress and completed new business, and top-up submissions, in your selected time period.
In progress/completed pension transfers	Details of in progress and completed pension and ISA transfers in.
Investments in use	Shows a list of investments currently held and their value across all wrappers.

# Product wrappers opened and held reports

All vital information that can help you find opportunities to maximise your client base and add value.

Report	Summary
Outstanding ISA allowance in the current tax year.	This report has been replaced with the Customised wrapper level data report. For help with this report see our <a href="#">How to produce an unused ISA allowance report guide</a> .
Re-registrations in progress/completed	Shows details of ISA, GIA and SIPP re-registrations and transfers-in that are in progress or have completed.
Regular income and contribution report	Lets you see regular income transactions paid to GIAs, ISAs, SIPPs.
Wrapper valuation details and adviser charges paid	View a valuation of all your clients' investments by wrapper including the cash value. You can also view the ongoing and ad hoc adviser charges paid within a selected time period.



# Product wrappers opened and held reports

## Customised wrapper level data report

- This flexible report allows you to choose the data fields you want to see for each wrapper on ARC.
- It automatically shows you data from the previous year, but you can select preferred dates.
- Pick from over 70 data fields, including:
  - Client name, address, email, retirement age
  - Regular income amount
  - Model portfolio they're linked to
  - Total wrapper value / value of just assets/ value of just cash (amount and percentage)
  - Platform charge (blended rate)
  - Adviser ongoing charge (amount and percentage)
  - Money in / out over period
  - Percentage gain / loss
  - ISA allowance data

Wrapper data

From: 6/15/2020 To: 6/15/2021 Get data

The data table below allows you to select different amounts of data based on the layout and filter options. Please see the 'Instructions' panel below the table to see how this works.

Wrapper data

Layout Sort Filter Paging

Show and hide columns.

<input checked="" type="checkbox"/> From date	<input type="checkbox"/> Adviser name	<input type="checkbox"/> Member contribution inc tax relief (per yr)
<input checked="" type="checkbox"/> To date	<input type="checkbox"/> Branch name	<input type="checkbox"/> Actual employer contribution (in period)
<input checked="" type="checkbox"/> Wrapper id	<input type="checkbox"/> Network name	<input type="checkbox"/> Actual member contribution (in period)
<input checked="" type="checkbox"/> Product	<input type="checkbox"/> Wrapper value (Start)	<input type="checkbox"/> Actual member Tax contribution (in period)
<input checked="" type="checkbox"/> Investor name	<input type="checkbox"/> Wrapper value (End)	<input type="checkbox"/> Adhoc contributions (in period)
<input checked="" type="checkbox"/> Investor id	<input type="checkbox"/> Cash value	<input type="checkbox"/> Total money out (in period)
<input checked="" type="checkbox"/> Title	<input type="checkbox"/> Asset value	<input type="checkbox"/> Total money in (in period)
<input checked="" type="checkbox"/> First names	<input type="checkbox"/> Guarantee value	<input type="checkbox"/> Current ISA allowance
<input checked="" type="checkbox"/> Surname	<input type="checkbox"/> Cash percentage	<input type="checkbox"/> ISA Investments in tax year
<input type="checkbox"/> DOB	<input type="checkbox"/> Excess/ deficit	<input type="checkbox"/> Unsubscribed ISA allowance
<input type="checkbox"/> Retirement date	<input type="checkbox"/> Ongoing adviser charge	<input type="checkbox"/> Current ISA annual regular investment
<input type="checkbox"/> Retirement age	<input type="checkbox"/> Fixed adviser charge	<input type="checkbox"/> Scheme name
<input type="checkbox"/> Email	<input type="checkbox"/> Initial adviser charge	<input type="checkbox"/> Beneficiary 1
<input type="checkbox"/> Property name	<input type="checkbox"/> Term based initial adviser charge	<input type="checkbox"/> Beneficiary 2
<input type="checkbox"/> Care of	<input type="checkbox"/> Adhoc adviser charge	<input type="checkbox"/> Beneficiary 4
<input type="checkbox"/> Address line 1	<input type="checkbox"/> Adviser charge percent	<input type="checkbox"/> Beneficiary 5
<input type="checkbox"/> Address line 2	<input type="checkbox"/> Adviser charge money	<input type="checkbox"/> Beneficiary 6
<input type="checkbox"/> Address line 3	<input type="checkbox"/> Next term based charge	<input type="checkbox"/> Beneficiary 7
<input type="checkbox"/> Postcode	<input type="checkbox"/> Total adviser charge	<input type="checkbox"/> Beneficiary 8
<input type="checkbox"/> Country	<input type="checkbox"/> Total Aegon charge	<input type="checkbox"/> Beneficiary 9
<input type="checkbox"/> Inception date	<input type="checkbox"/> Total transfers in	<input type="checkbox"/> Beneficiary 10
<input type="checkbox"/> Income frequency	<input type="checkbox"/> Total transfers out	<input type="checkbox"/> Gain/loss £
<input type="checkbox"/> Regular income amount	<input type="checkbox"/> Employer contribution (per yr)	<input type="checkbox"/> Gain/loss percent
<input type="checkbox"/> Investment model	<input type="checkbox"/> Member contribution (per yr)	<input type="checkbox"/> Last Income Payment Date
<input type="checkbox"/> Rebalancing enabled		

OK

Select: All None



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Aegon UK



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