

Insider

January 2018

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Fergus Lyons
Managing Director

One month into 2018 and the year has already brought some new challenges, new developments and new opportunities. MiFID II obviously demanded a lot of our attention, but it didn't stop us working on enhancements like our new client view in the secure area and XO option. We even found time to enhance our range of MPS portfolios.

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AJ Bell On the Road

Our latest On the Road tour concludes today in Bristol. Having sat in on the Manchester event I know that the sessions are delivered with great energy and enthusiasm and all were very well received. My thanks go to Gary Dale, Kevin Doran, Lisa Webster and FinalytiQ's Abraham Okusanya for their efforts across the ten venues.



As you may know, we created a new North East region within our Business Development Team last year, and as part of our continued support for the area we will be sending a team to present in Newcastle on 14 February 2018. You can register for the Newcastle event [here](#).

News on the AJ Bell Passive funds and MPS

I have been really encouraged by the popularity of our Managed Portfolio Service (MPS) and AJ Bell Passive funds range, and it's pleasing to note that they have both produced some strong returns over the last quarter – as evidenced by the latest [MPS quarterly report](#) and our [AJ Bell Passive funds range quarterly report](#).

“ we have reduced the management charge for the MPS from 0.25% p.a. plus VAT, to 0.15% p.a. plus VAT. ”

On the back of this success I can now announce that on 19 February 2018 we will be extending the existing range of MPS passive portfolios, and also adding a range of active and income solutions. We will send you more information about all of these developments in a week or so – as we approach the launch date.

If you are not yet using our [MPS](#) or the [AJ Bell Passive funds](#), you might want to consider them as a cost-effective solution for some of your clients – especially as we have reduced the management charge for the MPS from 0.25% p.a. plus VAT, to 0.15% p.a. plus VAT. This reduction in charges was effective from 1 February 2018.

“ These are exciting times for the team at AJ Bell Investments, as 2018 will see them deliver a range of low-cost, transparent model and fund solutions. Please contact the Business Development Team if you are keen to learn more about our plans. ”

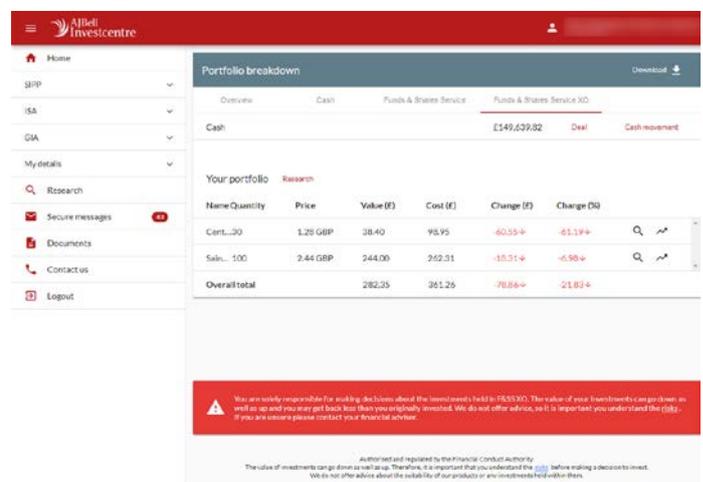
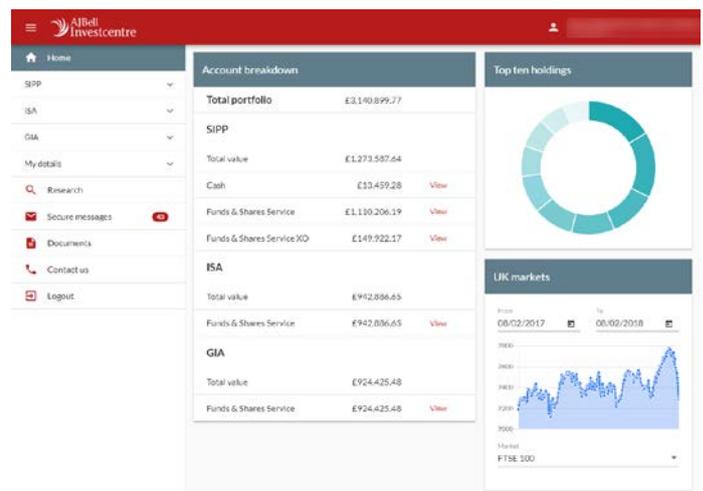
In the first quarter of 2018 the MPS and AJ Bell Passive funds will also be moving to a new in-house strategic asset allocation approach that is benchmarked against Distribution Technology's Dynamic Planner Risk Ratings. This means they will use the Dynamic Planner Gold Badge to ensure they consistently target the appropriate level of volatility.

These are exciting times for the team at AJ Bell Investments, as 2018 will see them deliver a range of low-cost, transparent model and fund solutions. Please contact the Business Development Team if you are keen to learn more about our plans.

The value of investments can go down as well as up and your client may not get back their original investment.

New client view launching soon

Any of your clients who regularly login to the AJ Bell Investcentre website will soon notice some important changes. From around the end of February we will introduce a new customer area that will make it easier for your clients to get valuations and up-to-date information on their accounts. The screen shot below gives you an idea of how it will look.



We are also very close to being in a position to launch new functionality that will allow you to set up clients so they can deal on an execution-only basis within their SIPP. Keep an eye out for the launch email that will confirm the actual go live date for both of these enhancements.

Helping you with MiFID II

Now that the second Markets in Financial Instruments Directive (MiFID II) has been implemented, we thought we could help you out by making it easier to find some of the information you need to provide clients with.

Investment research enhancements

We have added some new pages to the investment research section of www.investcentre.co.uk. The new 'Costs and charges' and 'Target market' tabs are accessible via the quickrank and screener functionality, and incorporate the data we have received from investment providers, as well as an illustration of the effect of product charges. This information is also included in the PDF reports.

“ we recently launched a new MiFID II-compliant costs and charges disclosure tool that is now accessible on the website. ”

Costs and charges disclosure

One of the biggest changes in MiFID II was the requirement for increased disclosure around costs and charges.

To help you deal with this we recently launched a new MiFID II-compliant costs and charges disclosure tool that is now accessible on the website. This will allow you to produce a client-facing report that includes full MiFID II costs and charges data on the instruments covered by our investment research. The report also gives details of our charges and adviser charges. You can produce disclosure documents for individual holdings or for full portfolios.

Terms and conditions

We have also made some changes to our terms and conditions and adviser handshake documents to account for the additional requirements introduced by MiFID II. These changes relate to costs and charges reporting, and to the reporting of depreciations in leveraged instruments and the MPS. More details of the changes and a copy of the updated terms and conditions are available from the 'Products and services page' in the customer area of our website.

A problem we must address ...

Believe it or not, it's now nine months since we moved to 4 Exchange Quay. While I admit that the time has raced by, I am nevertheless surprised to note how much mail is still being sent to our old address.

It goes without saying that we have a mail re-direct in place, but it still causes unnecessary delays when mail is sent to Trafford House. We sent out several notifications regarding the change of address, both in the run-up to our office move and in the weeks after, but even so we're still getting an average of two bags of post a day addressed to the old premises. That equates to roughly 400 items a day!

If transfer forms, cheques et cetera are having to be redirected it will inevitably slow things down for clients, so it's in everyone's interest to make sure that your systems have been updated with our correct postal address, which is:

AJ Bell
4 Exchange Quay
Salford Quays
Manchester
M5 3EE

Tax year end

We do all we can to help you get through the busy period leading up to tax year end, and one of the most useful features we have in place is our multiple accounts application form.

If you want to open more than one account for a client you can, of course, do this online. Alternatively, you can use the [multiple accounts application form](#) to open any or all of our account types (SIPP, ISA and GIA) without having to duplicate any information.

It's worth mentioning that all of our individual account application forms have been updated to take into account MiFID II requirements. Please make sure you only use these [updated versions of the forms](#) from now on.

If you have any questions regarding the above, please email us on enquiry@investcentre.co.uk or contact our Adviser Support Team on 0345 83 99 060.

Monthly service performance

To give you a flavour of our service delivery and how we are performing, our typical turnaround times for a number of key service areas are outlined below.

The information below is not provided as a formal measure of our service levels, but rather to give you a general flavour of how our Customer Services Team is currently performing. Looking across all of the areas listed below, we are hitting the indicative timescales provided in 90% of cases.



Key contacts

Adviser Support Team

☎ 0345 83 99 060

✉ enquiry@investcentre.co.uk

Business Development Team

☎ 0345 40 89 100

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