

Important: Aviva Platform end of tax year business dates

4 APRIL 2019 - THE KEY DATE TO REMEMBER

We need to receive your client's money for both ISA and pension contributions by close of business on Thursday 4 April 2019 in order to apply it before tax year end. Please remember we will NOT be able to process BACS and CHAPS payments received on 5 April in time for the end of the tax year, so it's important to act in good time.

How to make payments

For direct payments into our bank account

Your clients can reduce the risk of missing the tax year end deadline by making contributions to our bank account through direct credit or CHAPS. You may wish to check the bank's processing times to check they'll meet our deadline.

ISA/Investment Portfolio client money account

- Sort code: **40-02-50**
- Account number: 21357735

Pension Portfolio client money account

- Sort code: **40-02-50**
- Account number: 01357689

For cheques

Please make sure cheques are made payable to:

Aviva Pension Trustees UK Ltd. (for Pension Portfolio only)

Aviva Wrap UK Ltd. (for ISA and Investment Portfolios only)

Send cheques (along with our [remittance advice slip](#)) to:

Aviva Client Services
PO Box 26957
Glasgow
G2 9DS

Business processes

Task	Process
Brand New ISA/Pension	Online application, use our signature-lite process to scan and upload Declaration signature page. Deadline cob 4 April to receive the money.
Top Up Existing ISA/Pension Portfolio	Online paperless process. Deadline cob 4 April to receive the money.
Bed & ISA	Online paperless process. Remember, if your client only has an Investment Portfolio (and not an ISA Portfolio), you'll need to apply for a new ISA Portfolio (online paperless process – please see notes on process below). Please ensure you make the online application by 21 March at the latest.
Joint Investment Portfolio account Bed & ISA	Offline process, please contact Aviva Operations on 0800 056 2026 See notes below.
One-off withdrawal (where disinvestment is needed from model/funds)	Online paperless process – apply by cob 21 March at the latest. It's worth checking you can see the pending transaction on the platform 'Product summary' page under the 'Pending transactions' tab. The payment will appear 5 working days after the transaction date on which it was keyed (T+5).
One-off withdrawal where invested in cash	Online paperless process – apply by cob 28 March at the latest

Important points to remember

- Please ensure any cheques are submitted with our [remittance advice slip](#).
- If money is being transferred by BACS or CHAPS, please use the header and sub account numbers, together with the client name in the payment narrative reference so we can identify who the payment relates to.
- For new ISA Portfolios please scan and upload the signature page of the [declaration form](#).
- Please bear in mind certain bank accounts won't allow transfers of more than £10,000 at one time. If your client can't transfer all the contributions in one transaction, please process two separate top ups. If it is a brand-new client, please apply for the ISA for the first amount then apply a top up for the second.
- Please factor in any other activity on the account such as model portfolio rebalances or pending fees when carrying out time-critical processes.
- Get your clients' money in to us by close of business on 4 April

Bed and ISA

- This is a paperless process. It will allow you to pro rata the sell down, so you don't have to do this manually.
- We know that a very small minority of you are experiencing problems with bed & ISA.

We are still working to identify the root cause. To prevent any issues in the meantime, for bed & ISA submissions you should:

- sell down to cash first
- then submit a bed & ISA instruction to top up the ISA.

This two-stage process will eliminate any danger of failure.

- For bed and ISA from a joint Investment Portfolio, you'll need to follow this step by step process:

Step 1 - Sell down assets in the joint Investment Portfolio to cash.

Step 2 – Set up a new, single Investment Portfolio if there isn't one already. Please select Contribution type 'Single contribution using payment method as cheque' (no client declaration is needed for this)

Step 3 – Email our servicing oversight team at platformservicingoversight@aviva.com to let them know the joint and new Investment Portfolio account numbers, together with the amount of cash that needs moving (once settled)

Step 4 – Our servicing oversight team will let you know when the process is complete.

Step 5 – You should then key the bed and ISA on the existing ISA Portfolio – this will pull the cash from the individual Investment Portfolio.

Please ensure you have completed these steps by **21 March** at the latest.

Flexible ISA – replacement contributions

- ISA Portfolio is a flexible ISA, so your client can replace any withdrawals in the same tax year without affecting their ISA allowance. Withdrawals include:
 - ad hoc or regular withdrawals
 - any ongoing, initial, spread initial adviser or ad hoc adviser charges.
 - any discretionary investment manager (DIM) charge
- As any spread initial adviser charge is taken over a period of time, it will only be the charges that have actually been deducted from the account which will affect the ISA allowance. This needs to be taken into account when considering the client's residual ISA allowance

Any questions?

Please get in touch with your usual Aviva contact.