Managed Portfolio Service – how it works for you

Your adviser should have explained the Managed Portfolio Service to you. This document outlines who's responsible for the different aspects of the service you receive. Please read it in conjunction with your Key Features and Terms and Conditions documents.

Your adviser's responsibilities

Your adviser is responsible for:

- the advice you receive and that you fully understand the Managed Portfolio Service
- making sure you're aligned to a suitable model portfolio and product
- ensuring you've agreed to the charges for the service and making sure you've signed the relevant declaration form
- managing your personal details
- account management – arranging any withdrawals, top-ups or income payments
- any day-to-day queries you may have.

The Discretionary Investment Manager's responsibilities

The Discretionary Investment Manager is responsible for:

- ensuring the model portfolio reflects its objectives
- the day-to-day management of the model portfolio
- rebalancing the mix of investments so they continue to reflect the intended asset mix of the model portfolio
- changing the asset mix to ensure the model portfolio continues to meet its objectives.

Aviva's responsibilities

Aviva is responsible for:

- providing the Managed Portfolio Service facility on the Aviva Platform
- approving Discretionary Investment Managers' access
- carrying out any instructions received from your adviser or Discretionary Investment Manager
- paying the Discretionary Investment Manager's charge from your cash account
- providing a transaction history which details any changes your Discretionary Investment Manager has made. This will also clearly show the charge.

Aviva isn't responsible for:

- making sure this service is suitable for you, or
- recommending this service over another investment choice, or
- the choice of one Discretionary Investment Manager over another.

If you've any questions or need more information, please talk to your adviser.

Need this in a different format?

Please get in touch if you'd prefer this leaflet (**LF10208**) in large font, braille, or as audio.

How to contact us

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