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GUIDE TO THE AVIVA PLATFORM CLIENT REPORT



LIFE'S BETTER WITH A PLAN



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GENERATING YOUR REPORT

We've partnered with FE fundinfo to create a client reporting service that helps you gather key information for your client reviews.

Our new report includes a wider range of performance metrics you can share with your clients.

It also offers you more options to bespoke your reports - see our guide to client report bespoking (LF50448).

You can create a client report from your client's account or portfolio screens. You can include up to six accounts from your client's portfolio. If your client has a joint account, you must generate a separate report for their joint account.

1. CHOOSE THE TIME-FRAME FOR YOUR REPORT:

- Custom date range (up to three years previous)
- Tax year to date
- Last tax year
- Year to date
- Last six months
- Last year

Data is available up to the end of the last full business day.

2. CHOOSE THE TYPE OF REPORT:

- Small: portfolio level reporting
- Medium: portfolio and account level reporting
- Large: portfolio and account level reporting with transaction history
- Costs and charges: MiFID II aggregated costs and charges. Only available for collective accounts
- Bespoke: any bespoke reports will appear as an option for users they've been made available for – see our Guide to client report bespoking (LF50448).

3. ADD YOUR COMMENTARY:

- All report types let you input your own comments at the start and end of the report. These could include market commentary, proposed actions or performance insight
- Report comments appear on the first page of the report as part of the summary
- Additional comments appear on the back page of the report
- If you've chosen a medium or large report, you can also input comments for each specific account in the report.


Once you have generated your report, it will open in a new window. You can then save, print or close it. It's also possible to set default commentary through the Client Report Bespoking process – see our Guide to client report bespoking (LF50448).

SUMMARY PAGE

INCLUDED FOR ALL REPORT TYPES.

- Client and adviser details show at the top. You can add a logo to the top right using the Client Report Bespoking process
- Headline information shown in summary boxes throughout the report.
- The summary table includes all selected accounts. The total rows will always appear even if the values are nil. All other rows are dynamic.
- Crystallisation and Bed & ISA rows account for inter-account movements.
- Tax free cash will list any payments linked to a crystallisation event
- 'Other payments' refers to cash transfers, deposits and asset re-registration.
- Fees and charges includes all adviser, Aviva Platform and third party charges.
- Investment income includes all distributions such as dividends and interest.
- Gain/loss is based on the performance of the underlying assets. It excludes fees and income.
- % Return uses money-weighted return calculated for the reporting period.
- If you've included report comments either through Client Report Bespoking or at report generation they will appear here.


Please read the appendix for more information on terminology and calculations.





Client report for
Mr Example Client


1. AV2000112
Summary from 01/03/2019 to 29/01/2020


Prepared by:
Mr Adviser Name
Adviser Firm Name

2.  Total value
£720,904.15

 Total payments in/out
£1,463.54

 Total investment income
£14,761.78

 Fees & charges
£17,686.26

 Total return
-0.76%

	Investment Portfolio AV2000112-001	ISA Portfolio AV2000112-002	Pension Portfolio Pre Retirement AV2000112-003	Pension Portfolio Post Retirement AV2000112-004	Total
3. Account value at 01/03/2019	£15,439.89	£1,764.26	£105,484.00	£602,188.52	£724,876.67
Single payments in	£0.00	£2,000.00	£2,550.00	£0.00	£4,550.00
Regular payments in	£10,000.00	£2,000.00	£830.00	£0.00	£12,830.00
Transfers in	£0.00	£0.00	£0.00	£7,500.00	£7,500.00
Other payments in	£30.00	£0.00	£5,000.00	£0.00	£5,030.00
Initial advice charge	£-34.18	£0.00	£0.00	£-16,004.66	£-16,038.84
Total payments in	£10,030.00	£4,000.00	£8,380.00	£7,500.00	£29,910.00
4. Crystallisation	£0.00	£0.00	£-100,484.00	£100,484.00	£0.00
Bed & ISA	£-3,315.25	£3,315.25	£0.00	£0.00	£0.00
5. Tax free cash	£0.00	£0.00	£0.00	£-25,121.21	£-25,121.21
Single payments out	£-3,295.25	£0.00	£0.00	£0.00	£-3,295.25
6. Other payments out	£0.00	£-30.00	£0.00	£0.00	£-30.00
Total payments out	£-3,295.25	£-30.00	£0.00	£-25,121.21	£-28,446.46
7. Fees and charges	£-40.14	£-6.69	£0.00	£-1,600.59	£-1,647.42
Investment income	£368.67	£8.02	£0.03	£14,385.06	£14,761.78
9. Gain / loss	£3,857.94	£762.72	£397.27	£-6,525.10	£-1,507.17
% Return (MWR)	17.92%	11.44%	3.01%	-1.43%	-0.76%
Account value at 29/01/2020	£22,011.68	£9,813.55	£13,777.30	£675,301.62	£720,904.15

11. **Financial adviser commentary:**
Adviser's comments are shown here.



Please read Important Information at the end of this report

Mr Example Client
AV2000112
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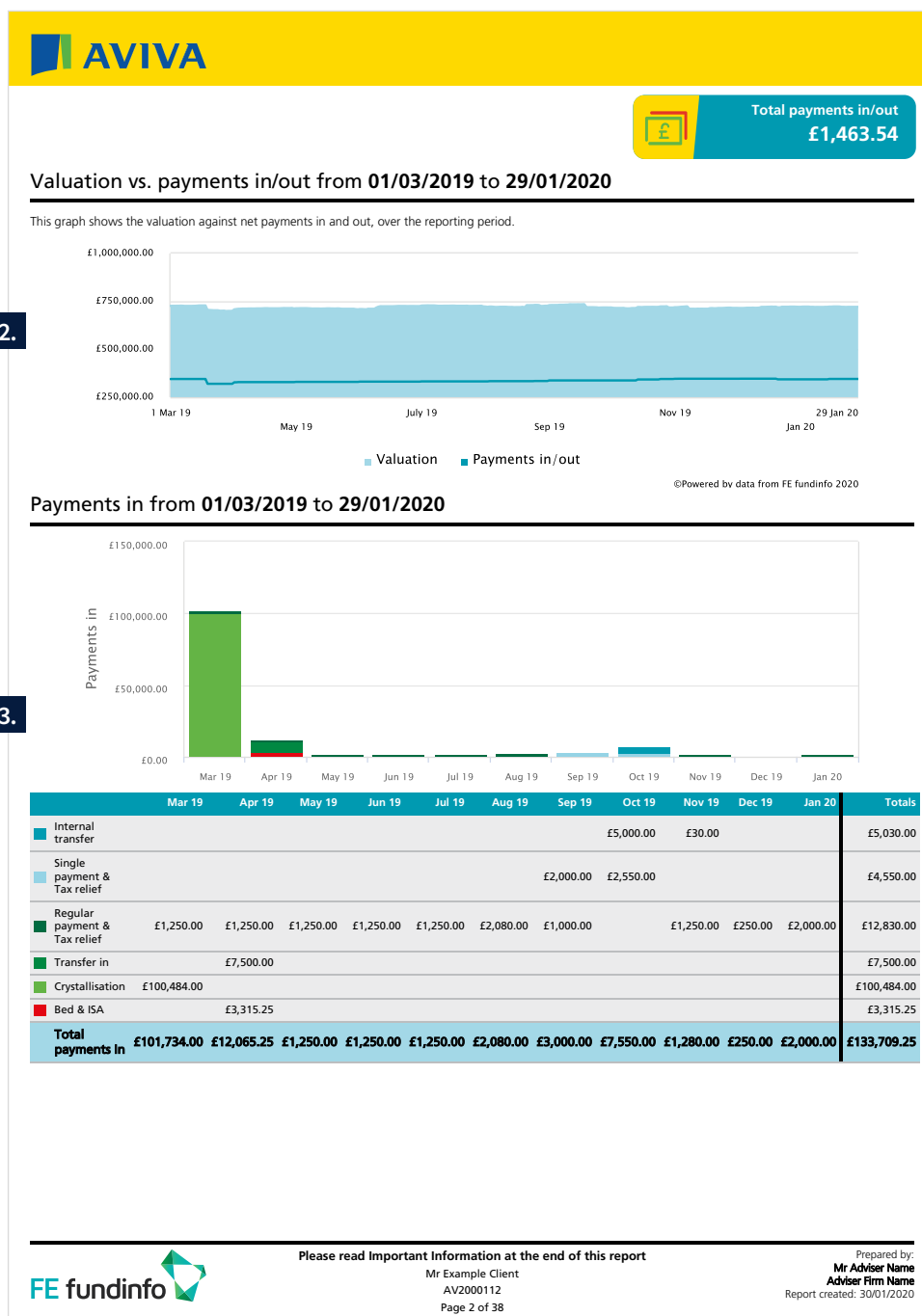
Prepared by:
Mr Adviser Name
Adviser Firm Name
Report created: 30/01/2020

PAYMENTS PAGE

INCLUDED FOR ALL REPORT TYPES AT PORTFOLIO LEVEL.

For medium and large reports, we also show this information for each account.

1. Total payments in/out' is the sum total of all payments in and payments out.
2. This graph shows the valuation change over the reporting period, mapped against the total amount of contributions and withdrawals. A valuation area above the payments line indicates a gain. Below the line indicates a loss. It includes any cash flows in and out (including withdrawals, contributions and transfers).
3. We've split the payments in/out graphs by payment type. The table includes a breakdown of payment types. The report will include a full breakdown of payments in or payments out dynamically. The payment breakdown scale will adjust depending on report period chosen.



FEES AND CHARGES

INCLUDED IN ALL REPORT TYPES AT PORTFOLIO LEVEL.

1. Fees and charges will include all adviser, Aviva Platform and third party charges. Commercial property and equity dealing charges will be grouped with Aviva Platform charges as 'Aviva charge'. Discretionary Investment Manager charges are shown as their own category. This is not a MIFID costs and charges breakdown.
2. Charges will appear for each account, with one row for each charge type. Where there are no charges during the reporting period, the account will display charges as £0.

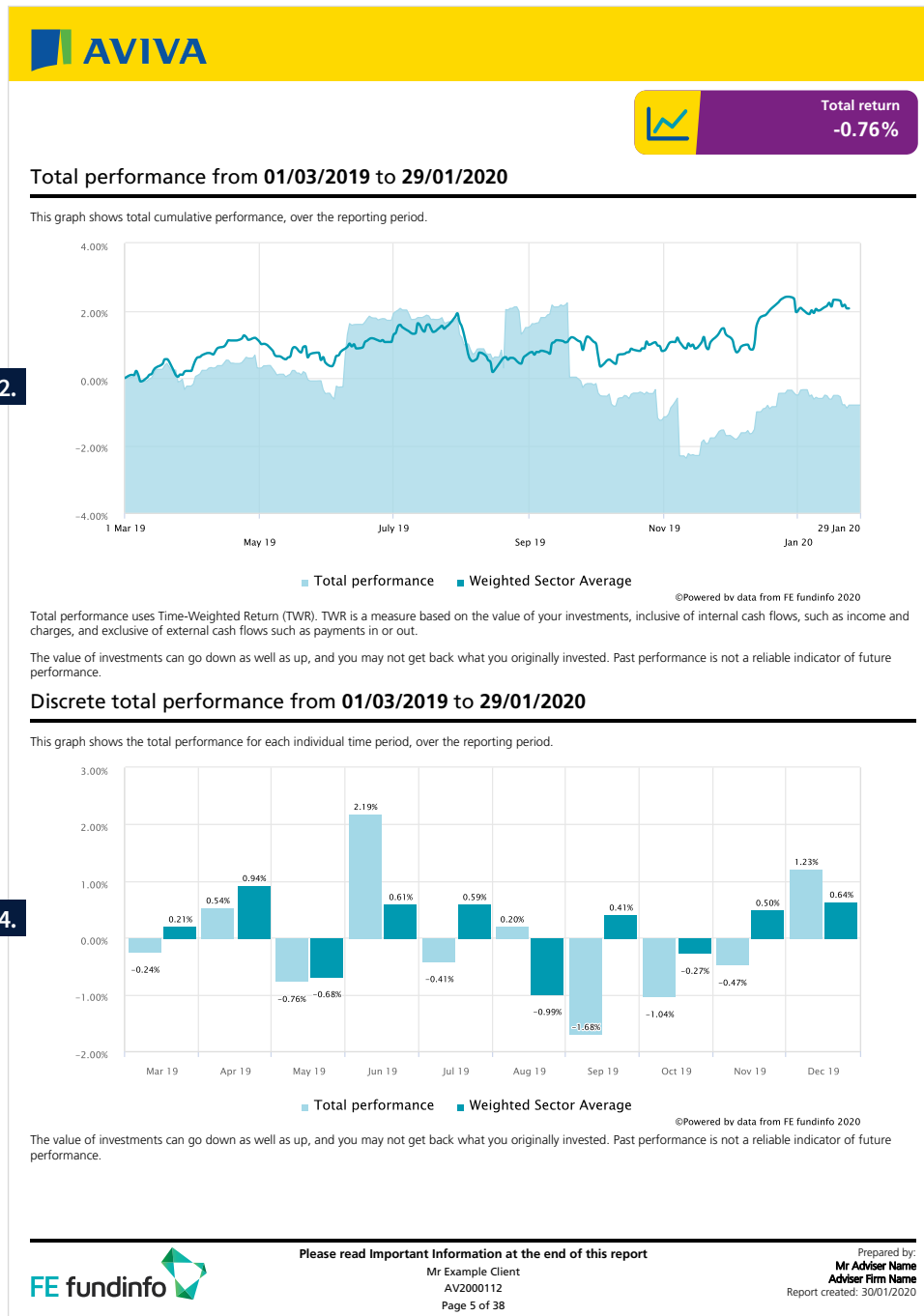
AVIVA		Fees & charges £17,686.26
1. Fees & charges from 01/03/2019 to 29/01/2020		
This table shows fees and charges for each account, over the reporting period. It does not include fund charges.		
Investment Portfolio (AV2000112-001)		
Type	Amount	
Ad hoc platform fee	£26.63	
Initial advice charge	£4.16	
Ongoing advice charge	£13.51	
Regular initial advice charge	£30.02	
Total	£74.32	
2.		
ISA Portfolio (AV2000112-002)		
Type	Amount	
Ad hoc platform fee	£3.02	
Ongoing advice charge	£3.67	
Total	£6.69	
Pension Portfolio Pre Retirement (AV2000112-003)		
Type	Amount	
Total	£0.00	
Pension Portfolio Post Retirement (AV2000112-004)		
Type	Amount	
Ad hoc platform fee	£488.67	
Initial advice charge	£16,004.66	
Ongoing advice charge	£1,111.92	
Total	£17,605.25	
Total	£17,686.26	

PERFORMANCE

INCLUDED IN ALL REPORT TYPES AT PORTFOLIO LEVEL.

For medium and large reports, we also show this information for each account.

1. Total return uses money-weighted return.
2. The total performance graph uses time-weighted return to display the total cumulative performance of the portfolio or account, calculated daily.
3. The graph includes Bank of England base rate as a benchmark.
4. Discrete performance displays the performance of the portfolio or account for each individual time period against the benchmark.

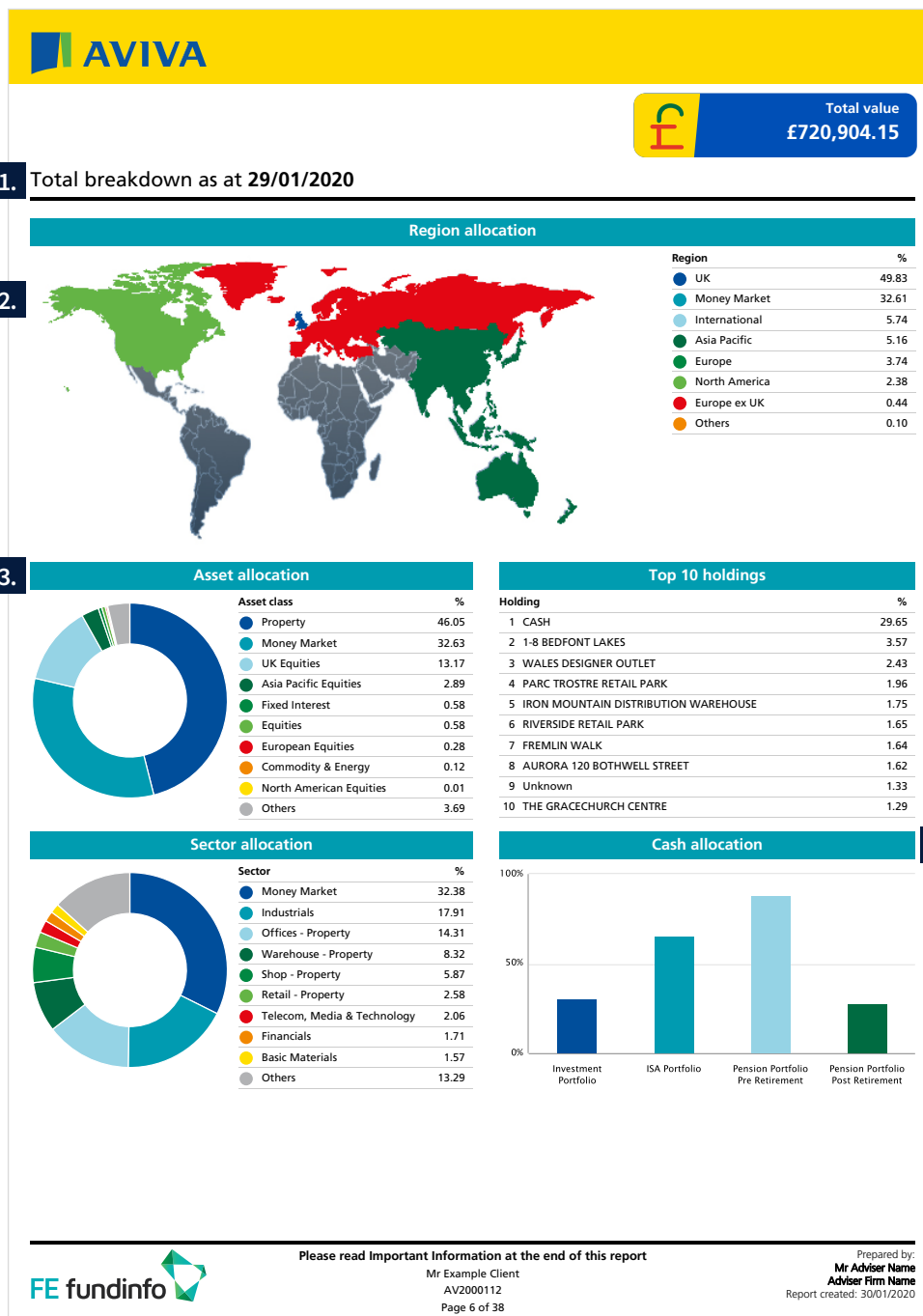


TOTAL BREAKDOWN

INCLUDED IN ALL REPORT TYPES AT PORTFOLIO LEVEL.

1. Total breakdown shows how assets are distributed at the end date of the report.
2. The map displays regional allocation. Areas that are not region-specific will show in the legend but we won't assign them a region on the map.
3. The charts and graphs display the top ten groupings. Where there are more than ten, we'll display the top nine and group all other holdings as 'other'.
4. Cash allocation displays the percentage of cash held in each account included in the report.

Note: groupings depend on the data available from the fund managers.



INVESTMENT INFORMATION

INCLUDED IN ALL REPORT TYPES AT PORTFOLIO LEVEL.

1. The table contains information for all holdings within the selected portfolio at the report end date. Where more than one account has the same holding, we'll aggregate the units held, holding value and percentage holding to show the total investment held within the portfolio. If no value is available, we'll leave this blank. We include cash as a total at the end of the table.
2. OFC/TER displays the OCF if available. If no OCF is available, we'll display the TER instead.
3. Industry sector shows the official sector where available. We'll prefix this with IA. Where this is unavailable, we'll display the FE sector with no prefix.
4. This is the aggregated OCF/TER of the assets held as at the date of the report.

AVIVA									
							Total value £557,931.94		
1. Additional investment information as at 14/06/2020									
This table shows additional investment information for all holdings held within the selected accounts. Where more than one account has the same holding the units held and holding value have been aggregated to show the total investment held.									
2.	Holding	% Holding	Units held	Unit price	Holding value	OCF / TER%	Fund size / Market cap (£M)	Industry sector	3.
	Allianz Gilt Yield I Inc	1.36%	3,516.10	£2.16	£7,588.80	0.32%	£2,462.24	IA UK Gilts	
	Artemis Income I Inc	1.96%	5,352.41	£2.04	£10,908.74	0.80%	£4,432.57	IA UK Equity Income	
	Artemis US Select I Acc GBP	2.79%	6,498.77	£2.40	£15,569.10	0.87%	£1,750.79	IA North America	
	BlackRock Corporate Bond D Acc	1.87%	2,804.88	£3.72	£10,431.36	0.57%	£1,226.60	IA Sterling Corporate Bond	
	BlackRock European Dynamic FD Acc	1.54%	4,374.77	£1.96	£8,570.18	0.93%	£3,776.53	IA Europe Excluding UK	
	Dodge & Cox US Stock Acc GBP	3.00%	547.44	£30.58	£16,740.87	0.63%	£1,911.30	IA North America	
	Fidelity European W Acc	0.99%	302.32	£18.20	£5,502.22	0.92%	£2,712.48	IA Europe Excluding UK	
	First State Asia Focus B Acc GBP	2.79%	8,237.77	£1.89	£15,572.69	0.90%	£826.00	IA Asia Pacific Excluding Japan	
	iShares Overseas Corporate Bond Index (UK) D Acc	2.30%	7,495.39	£1.71	£12,817.11	0.11%	£2,924.28	IA Global Bonds	
	JPM Emerging Markets B Acc	1.48%	2,363.08	£3.50	£8,263.68	1.09%	£1,932.80	IA Global Emerging Markets	
	JPM Japan C Acc	1.93%	3,375.03	£3.19	£10,776.47	0.82%	£1,415.53	IA Japan	
	Jupiter Strategic Bond I Acc	1.85%	9,173.57	£1.13	£10,334.94	0.73%	£4,272.86	IA Sterling Strategic Bond	
	Lindsell Train LF Lindsell Train UK Equity Acc	2.38%	3,022.24	£4.39	£13,260.67	0.65%	£6,338.28	IA UK All Companies	
	M&G Global Government Bond I Acc GBP	1.82%	742.66	£13.65	£10,134.43	0.55%	£270.34	IA Global Bonds	
	M&G Global Macro Bond I Acc GBP	2.28%	7,556.44	£1.68	£12,704.64	0.78%	£1,694.52	IA Global Bonds	
	Man GLG Strategic Bond I GBP	1.87%	7,517.60	£1.39	£10,432.17	0.62%	£444.13	IA Sterling Strategic Bond	
	Merian UK Mid Cap U1 Inc GBP	1.54%	5,903.15	£1.46	£8,594.98	0.78%	£2,833.54	IA UK All Companies	
	Ninety One UK Alpha I Acc GBP	1.96%	5,273.72	£2.07	£10,925.56	0.82%	£2,285.24	IA UK All Companies	
	TwentyFour Dynamic Bond I Net Acc GBP	2.37%	77.90	£170.09	£13,250.35	0.78%	£1,939.49	IA Sterling Strategic Bond	
	VT Gravis UK Infrastructure Income C Acc GBP	2.36%	9,969.74	£1.32	£13,143.85	0.75%	£538.50	IA Specialist	
	Cash	59.58%			£332,409.13				
	Total	100.00%			£557,931.94	0.72%*	4.		

The OCF/TER column shows OCF as priority. If no OCF is present then TER will be shown.
*This is the aggregated OCF/TER% of the assets held as at the date of this report.

ACCOUNT HOLDINGS

INCLUDED IN MEDIUM AND LARGE REPORT TYPES AT ACCOUNT LEVEL FOR EACH ACCOUNT.

1. We'll show the value for the individual account at report end date.
2. We'll display all holdings held during the reporting dates, including any bought and/or sold in part of full during the reporting period.
3. Gain/loss shows the value change. It includes both realised and unrealised gains and losses made during the reporting period.
4. We'll display individual holdings in alphabetical order.
5. You'll find account level adviser commentary at the end of the table if you've added it.

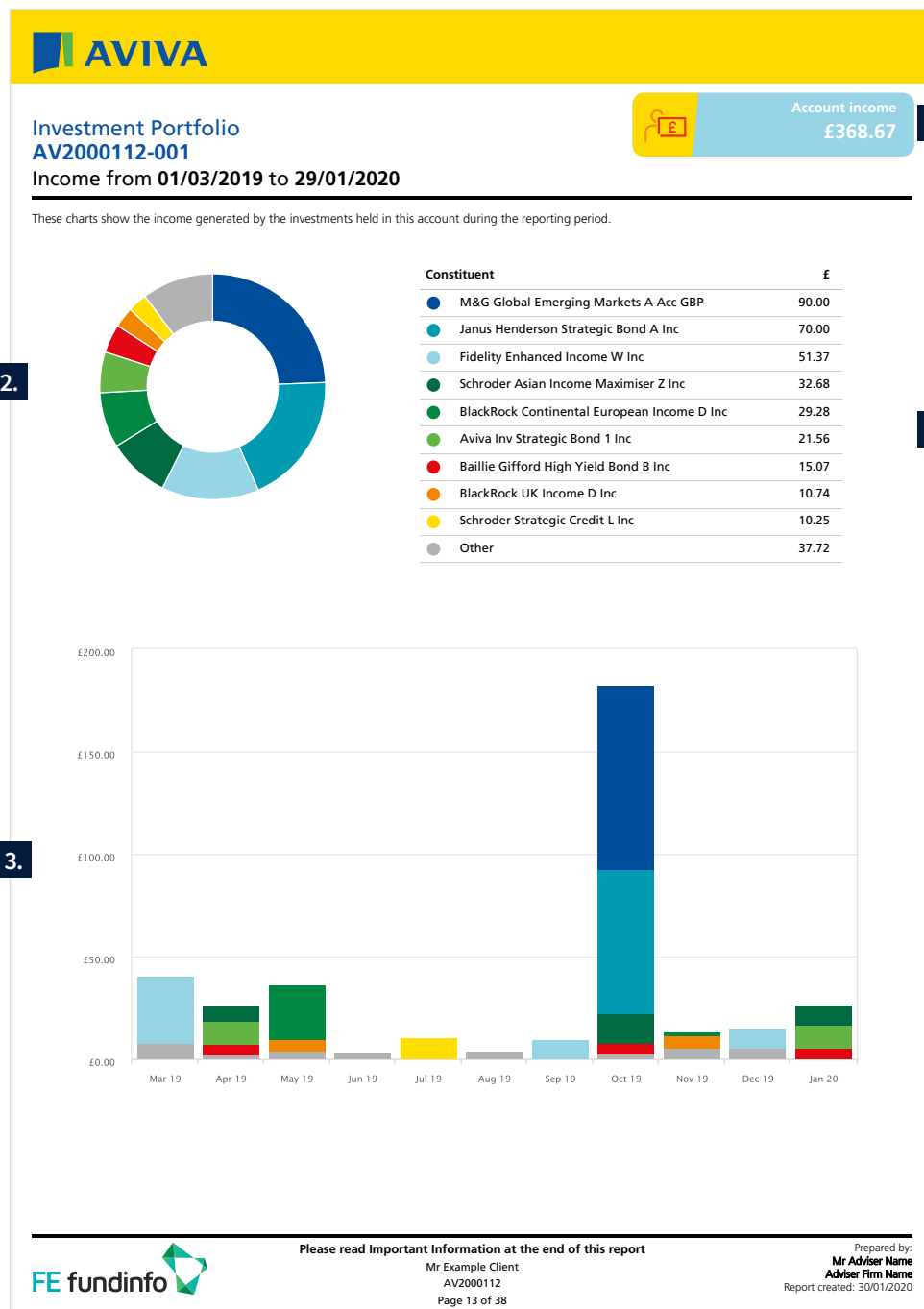
AVIVA		Account value		1.				
Investment Portfolio AV2000112-001		£22,011.69						
Account holdings from 01/03/2019 to 29/01/2020								
This table shows the assets that have been held over the reporting period and the gain/loss made during the reporting period.								
2.	Investment	Value at 01/03/2019	Purchases	Sales	Gain / loss £	Gain / loss %	Value at 29/01/2020	3.
	Aviva Inv Strategic Bond 1 Inc		£1,500.00		£91.74	6.12% ↑	£1,591.74	
	BAE Systems PLC Ord 2.5P	£666.38			£246.82	37.04% ↑	£913.20	
	Invesco Income (UK) Z Acc	£90.84			£1.83	2.01% ↑	£92.67	
	Liontrust UK Mid Cap C Acc GBP		£30.00	£-15.00	£9.35	31.17% ↑	£24.35	
	M&G Global Dividend I Acc GBP	£84.50	£60.00		£48.14	33.31% ↑	£192.64	
	Threadneedle American ZNA GBP	£2,043.51	£180.00		£686.20	30.86% ↑	£2,909.71	
	Sub-total	£2,885.23			£1,084.08	23.29%	£5,724.31	
4.	Hawksmoor Defensive MP							
	BlackRock Absolute Return Bond D	£1,139.11		£-1,100.00	£-39.11	-3.43% ↓		
	Janus Henderson Strategic Bond A Inc		£1,020.00	£-80.00	£-38.58	-3.78% ↓	£901.42	
	Jupiter Absolute Return I Acc	£604.77		£-625.00	£20.23	3.35% ↑		
	Liontrust UK Mid Cap C Acc GBP		£15.00		£9.35	62.33% ↑	£24.35	
	M&G Global Emerging Markets A Acc GBP		£1,150.00	£-60.00	£482.17	41.93% ↑	£1,572.17	
	M&G Short Dated Corporate Bond I GBP	£831.40		£-828.00	£-3.40	-0.41% ↓		
	M&G UK Inflation Linked Corporate Bond I Inc	£941.83		£-908.00	£-33.83	-3.59% ↓		
	Schroder Strategic Credit L Inc	£494.57		£-550.00	£55.43	11.21% ↑		
	Cash	£240.00					£-1,929.50	
	Sub-total	£4,251.68			£452.26	7.03%	£568.44	
	Hawksmoor Distribution MP							
	Artemis Global Income I Inc		£400.00		£407.44	101.86% ↑	£807.44	
	ASI Global Real Estate Platform 1 Inc		£500.00		£132.63	26.53% ↑	£632.63	
	Baillie Gifford High Yield Bond B Inc		£500.00		£107.75	21.55% ↑	£607.75	
	BlackRock Continental European Income D Inc		£700.00		£462.13	66.02% ↑	£1,162.13	
	BlackRock Natural Resources Growth & Income D Inc		£400.00		£492.14	123.04% ↑	£892.14	
	BlackRock UK Income D Inc		£700.00		£187.45	26.78% ↑	£887.45	
	Fidelity Enhanced Income W Inc		£400.00		£389.99	97.50% ↑	£789.99	
	JOHCM Japan Dividend Growth A GBP		£400.00		£136.40	34.10% ↑	£536.40	
	Schroder Asian Income Maximiser Z Inc		£700.00		£5.68	0.81% ↑	£705.68	
	Cash						£300.00	
	Sub-total				£2,321.61	49.40%	£7,321.61	
	Cash	£7,302.98					£8,397.33	
	Total	£14,439.89			£3,857.95	↑	£22,011.69	
5.	Please read Important Information at the end of this report							

INCOME

INCLUDED IN MEDIUM AND LARGE REPORT TYPES AT ACCOUNT LEVEL IF INCOME HAS BEEN GENERATED.

1. We display income for the account at the top of the page.
2. The doughnut chart shows the holdings that have generated the most income for the account during the reporting period, highest to lowest. We calculate income using the total of all the asset distributions for each asset, and all cash distributions linked to that asset during the reporting period.
3. The stacked income bar chart shows how the holdings have paid income over the reporting period.
4. The legend applies to both the doughnut and the bar chart.

Note: where the account has more than ten holdings, we'll show the top nine and group all other holdings as 'other' (this includes all unlinked cash distributions).



TRANSACTION HISTORY

INCLUDED IN LARGE REPORT TYPES AT ACCOUNT LEVEL.

1. The transaction history table shows all completed transactions for the account that took place during the reporting period. It includes transactions within a model portfolio. We list the transactions by date then alphabetically.
2. The detail column shows the name of the asset.
3. The total column shows the running total for all transactions.



Investment Portfolio AV2000112-001

1. Transaction history from 01/03/2019 to 29/01/2020

This table shows all of the completed transactions that have taken place for this account during the reporting period.

2.	Transaction date	Transaction type	Detail	In	Out	Total	3.
	01/03/2019	Regular payment		£1,000.00		£1,000.00	
	15/03/2019	Dividend/income	Fidelity Enhanced Income W Inc	£31.99		£1,031.99	
	15/03/2019	Dividend/income	Threadneedle American ZNA GBP	£8.19		£1,040.18	
	01/04/2019	Buy	M&G Global Dividend I Acc GBP	£60.00		£1,100.18	
	01/04/2019	Cash adjustment for buy			-£60.00	£1,040.18	
	03/04/2019	Regular payment		£1,000.00		£2,040.18	
	06/04/2019	Ad hoc platform fee			-£5.81	£2,034.37	
	15/04/2019	Dividend/income	Baillie Gifford High Yield Bond B Inc	£4.86		£2,039.23	
	15/04/2019	Dividend/income	Schroder Asian Income Maximiser Z Inc	£8.27		£2,047.50	
	15/04/2019	Dividend/income	Invesco Income (UK) Z Acc	£1.23		£2,048.73	
	15/04/2019	Dividend/income	M&G Global Dividend I Acc GBP	£1.24		£2,049.97	
	15/04/2019	Dividend/income	Aviva Inv Strategic Bond 1 Inc	£10.67		£2,060.64	
	19/04/2019	Internal transfer			-£3,315.25	-£1,254.61	
	01/05/2019	Regular payment		£1,000.00		-£254.61	
	04/05/2019	Ad hoc platform fee			-£1.09	-£255.70	
	15/05/2019	Dividend/income	BlackRock Continental European Income D Inc	£26.90		-£228.80	
	15/05/2019	Dividend/income	BlackRock Natural Resources Growth & Income D Inc	£4.12		-£224.68	
	15/05/2019	Dividend/income	BlackRock UK Income D Inc	£5.36		-£219.32	
	01/06/2019	Regular payment		£1,000.00		£780.68	
	04/06/2019	Ad hoc platform fee			-£6.47	£774.21	
	15/06/2019	Dividend/income	M&G Short Dated Corporate Bond I GBP	£3.35		£777.56	
	21/06/2019	Model portfolio buy		£1,015.75		£1,793.31	
	21/06/2019	Model portfolio sell			-£1,015.75	£777.56	
	01/07/2019	Regular payment		£1,000.00		£1,777.56	
	06/07/2019	Ad hoc platform fee			-£6.43	£1,771.13	
	15/07/2019	Dividend/income	Schroder Strategic Credit L Inc	£10.25		£1,781.38	
	15/07/2019	Dividend/income	M&G Global Dividend I Acc GBP	£0.80		£1,782.18	
	03/08/2019	Buy	Threadneedle American ZNA GBP	£90.00		£1,872.18	
	03/08/2019	Cash adjustment for buy			-£90.00	£1,782.18	
	03/08/2019	Regular payment		£1,000.00		£2,782.18	
	04/08/2019	Ad hoc platform fee			-£6.83	£2,775.35	
	15/08/2019	Dividend/income	BlackRock Absolute Return Bond D	£3.99		£2,779.34	
	01/09/2019	Buy	Threadneedle American ZNA GBP	£90.00		£2,869.34	
	01/09/2019	Cash adjustment for buy			-£90.00	£2,779.34	
	01/09/2019	Cash adjustment for sell		£4,011.00		£6,790.34	
	01/09/2019	Regular payment		£1,000.00		£7,790.34	
	01/09/2019	Sell	BlackRock Absolute Return Bond D		-£1,100.00	£6,690.34	
	01/09/2019	Sell	Jupiter Absolute Return I Acc		-£625.00	£6,065.34	
	01/09/2019	Sell	M&G Short Dated Corporate Bond I GBP		-£828.00	£5,237.34	
	01/09/2019	Sell	M&G UK Inflation Linked Corporate Bond I Inc		-£908.00	£4,329.34	
	01/09/2019	Sell	Schroder Strategic Credit L Inc		-£550.00	£3,779.34	
	03/09/2019	Buy	Artemis Global Income I Inc	£100.00		£3,879.34	
	03/09/2019	Buy	Baillie Gifford High Yield Bond B Inc	£125.00		£4,004.34	
	03/09/2019	Buy	BlackRock UK Income D Inc	£200.00		£4,204.34	
	03/09/2019	Buy	BlackRock Continental European Income D Inc	£250.00		£4,454.34	
	03/09/2019	Buy	BlackRock Natural Resources Growth & Income D Inc	£100.00		£4,554.34	
	03/09/2019	Buy	Fidelity Enhanced Income W Inc	£100.00		£4,654.34	
	03/09/2019	Buy	JOHCM Japan Dividend Growth A GBP	£100.00		£4,754.34	
	03/09/2019	Buy	Schroder Asian Income Maximiser Z Inc	£200.00		£4,954.34	
	03/09/2019	Buy	ASI Global Real Estate Platform 1 Inc	£125.00		£5,079.34	
	03/09/2019	Cash adjustment for buy			-£1,300.00	£3,779.34	



Please read Important Information at the end of this report

Mr Example Client
AV2000112
Page 15 of 38

Prepared by:
Mr Adviser Name
Adviser Firm Name
Report created: 30/01/2020

IMPORTANT INFORMATION

INCLUDED IN ALL REPORT TYPES.

1. If you've added additional adviser commentary, you'll see it on this page.
2. The commentary page also includes any important information you and your client should be aware of.
3. You'll find the report reference at the bottom of the page. Please quote this if you have any queries about the report.



Client report for
Mr Example Client

AV2000112

1.

Additional financial adviser commentary:

Adviser's additional comments are shown here.

2.

Important Information

This report has been generated by your financial adviser, on the date shown as 30/01/2020.

The information contained in this report is provided to you by Aviva and FE fundinfo, with the exception of any financial adviser commentary, which has been provided by your financial adviser. The Aviva Group and FE fundinfo accept no responsibility for the contents of any commentary supplied by your financial adviser.

Whilst care has been taken to ensure that the information provided is correct, neither Aviva nor FE fundinfo warrants, represents, or guarantees the contents of this information, nor do they accept any responsibility for errors, inaccuracies, omissions or inconsistencies herein.

Any valuations shown in this report are based on the value of the fund at the date shown, and do not represent the transfer value, nor are they guaranteed values. All valuations are taken at the close of the previous business day and may exclude recent or pending transactions.

The value of investments can go down as well as up, and you may not get back what you originally invested. Past performance is not a reliable indicator of future performance.

Commercial property values are provided on a quarterly basis. This report will include the latest available values for these holdings, as at the report end date.

Commercial property values are provided separately from other valuations included in this report, and not included in your total valuation. Any payments in or out of your portfolio for the purchase or sale of commercial property will be reflected in the appropriate account. Any Aviva fees or charges relating to commercial property will also be reflected in the corresponding account where they are levied, and in the fees and charges section.

The benchmarks used in this report may not be directly relevant to your investments. Please consult your financial adviser around the use and relevance of the benchmarks displayed.

No reliance should be placed upon the information provided in this report for tax-related purposes. Aviva suggests that you speak to your financial adviser, or tax consultant for help in understanding any tax implications of your investments. Prevailing tax rates and relief are dependent on your individual circumstances, and are subject to change.

Time Weighted Return (TWR) is a performance measure which is based on the value of your investments, inclusive of internal cash flows, such as income and charges, and exclusive of external cash flows, such as payments in or out. Money-Weighted Return (MWR) is a measure of performance which includes the impact of all inflows and withdrawals on an investment.

Please consult your financial adviser for help in understanding any of the terms used in this report, or refer to our glossary at www.aviva.co.uk/adviser/glossary.

FE fundinfo is an industry-leading data, software, and analysis provider who is trusted by thousands of financial advisers and institutions to make better investment decisions.

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LF50336 04/2017

Report reference: 105403

3.



Please read Important Information at the end of this report

Mr Example Client
AV2000112
Page 38 of 38

Prepared by:
Mr Adviser Name
Adviser Firm Name
Report created: 30/01/2020

MIFID II COSTS AND CHARGES


Aggregated costs and charges for your client's Investment Portfolio and ISA Portfolio holdings can be included within client reports.

This allows you to produce MiFID II ex post cost information for a bespoke reporting period.


1. A total for the section is provided at the top.
2. The service costs section aggregates platform and advice charges into cost categories.
3. an explanation of each the categories is provided, detailing which charges are included.
4. Product costs provide an aggregation of charges associated with the investment selection over the reporting period. They are also split across cost categories.

Blank values may appear for very small holdings, or holdings kept for a very short time.

5. An explanation of each of the categories is provided, detailing which charges are included.
6. Service and product costs are totalled up to provide an overall cost.



Client report for
Mrs Client Name
 ISA Portfolio
AV2000112-002
 Costs & charges from **30/01/2019** to **29/01/2020**


Costs & charges
£434.67

1.

2. Service Costs

The costs displayed below are based on 30/01/2019 to 29/01/2020.

Service	Charge	Percent
One-Off costs	£32.65	0.50%
Ongoing costs	£178.67	2.73%
Transactional	£213.70	3.27%
Ancillary		
Incidental		
Total	£425.02	6.50%

- One-off costs – This includes any Initial charge paid to your adviser or to a Discretionary Investment Manager if applicable
- Ongoing costs – This includes any ongoing charges paid to your adviser, the Aviva charge, or any ongoing charges paid to a Discretionary Investment Manager if applicable.
- Transactional costs – This includes any charges for dealing in exchange traded investments, including equity dealing charges, stamp duty, or PTM levy.
- Ancillary costs – These are the costs that are related to ancillary services that are not included in the costs mentioned above.
- Incidental costs – These are costs related to any incidental services that are not included in the costs mentioned above.

3.

4. Product Costs

The costs displayed below are based on 30/01/2019 to 29/01/2020. These are charges paid to the fund managers where your investments have been made and include the OCF/TER of your selected asset where applicable.


Holding	One-off	Ongoing	Transactional	Incidental	Total
Hermes Asia ex Japan Equity F Acc GBP	£0.18	0.08%	£0.02	0.01%	£0.20 0.09%
Janus Henderson UK Absolute Return I Acc	£1.03	0.22%	£0.42	0.09%	£0.33 0.07%
Kames Property Income B Net Acc	£4.37	0.65%	£0.08	0.01%	£4.45 0.66%
Liontrust UK Mid Cap C Acc GBP					
Merian Global Equity Absolute Return A Hedged Acc GBP	£2.68	0.55%	£0.53	0.11%	£3.21 0.65%
Total	£8.26	0.13%	£1.06	0.02%	£0.33 0.00%

- One-Off Costs – These are costs you paid when entering or exiting your investments.
- Ongoing Costs – These are costs taken each year by the managers of your investments.
- Transaction Costs – These are costs incurred when buying or selling underlying investments.
- Incidental Costs – This are the impact of any performance fee.

5.

Total aggregated costs and charges

	Charge	Percent
Service costs	£425.02	6.50%
Product costs	£9.65	0.15%
6. Total	£434.67	6.64%



Please read Important Information at the end of this report

Mrs Client Name
AV2000112

Prepared by:
 Mr Adviser Name
 Adviser Firm Name
 Report created: 30/01/2020

APPENDIX

GAIN/LOSS

We calculate the gain or loss figures used in the report daily. We do this by dividing the value at the end of each day by the value of the account at the start of each day. We take into account the difference in value of all assets in the account and all internal cash flows (interest, cash, dividends, fees and charges).

EXAMPLE OF GAIN/LOSS INVESTMENT COST CALCULATION

Jane buys 1,000 units of Fund A for £1,000 (with each unit costing £1).

The following month, Jane decides to buy an additional 1,000 units in Fund A. Each unit now costs £2, an increase of £1 per unit from the previous month. The extra 1,000 units cost her £2,000. Jane now holds a total of 2,000 units, which are worth £4,000.

Jane decides not to buy any shares the next month.

Jane's unit holding within Fund A remains at 2,000 units. However, as the unit price for Fund A has increased to £3, the total value of her units within Fund A is now £6,000. (2000 units x £3 = £6,000)

Jane thinks this would be a good time to sell some of her Fund A units. She decides to sell 1,000 units (50% of her holding within Fund A).

Jane receives a cash amount of £3,000 from this transaction. Her unit holding within Fund A is now just 1,000 units.

USING JANE'S CASE AS AN EXAMPLE, WE CAN ESTABLISH THE INVESTMENT COST OF JANE'S TRANSACTION, WHICH FOR HER WAS A GAIN:

First we need to establish the percentage proportion of the number of units sold:

$(1,000/2,000 \text{ Fund A units}) = 50\% \text{ of the holding}$

This then lets us establish the cost of the sale proceeds:

$(50\% \text{ (Proportion)} \times £3,000 \text{ (Cost of investments made)}) = £1,500$

This allows us to calculate the gain/loss on the investment(s) Jane has sold:

$(£3,000 \text{ (proceeds of the sale transaction)} - £1,500 \text{ (cost)}) = £1,500.$

APPENDIX

MONEY-WEIGHTED RETURN

We use money-weighted return to calculate the return of an investment over a period of time, inclusive of both internal and external cash flows.

We calculate it by finding the rate of return that means the values of all external cash flows and the value at the end of the period match those at the start of the period. This is the same calculation used for internal rate of return.

EXAMPLE OF MONEY-WEIGHTED RETURN CALCULATION

On 31 December 2019, John's portfolio was worth £100,000.

John doesn't make any further investments in this portfolio for the first eight months of the year.

On 31 August 2020, the value of his portfolio has fallen to £93,500.

John decides he will invest a further £10,000 into his portfolio. By the end of the day on 31 August 2020, his portfolio is worth £103,500.

John makes no further investments into his portfolio for the rest of the year. His portfolio on the 31 December 2020 has a fund value of £114,700.

This means John's portfolio has grown overall since 31 December 2019. Looking at the year as a whole, John's portfolio initially endured a sizeable reduction in value. However, the policy has seen positive growth since 31 August.

The average money-weighted return over the time period in this example would be: 4.6%

APPENDIX

TIME-WEIGHTED RETURN

We use time-weighted return to calculate the return of an investment over a period of time. It's based on the performance of the underlying assets, including internal cash flows such as interest, charges and dividends but excluding external cash flows (contributions and withdrawals). We use it for cumulative and discrete performance in the report.

EXAMPLE OF TIME-WEIGHTED RETURN CALCULATION

On 31 December 2019, John's portfolio was worth £100,000.

John doesn't make any further investments to this portfolio for the first eight months of year.

On 31 August 2020, the value of his portfolio has fallen to £93,500.

John decides he will invest a further £10,000 into his portfolio. By the end of the day on 31 August 2020, his portfolio is worth £103,500.

John makes no further investments into his portfolio for the rest of the year. His portfolio on the 31 December 2020 has a fund value of £114,700.

This means John's portfolio has grown overall since 31 December 2019. Looking at the year as a whole, John's portfolio initially endured a sizeable reduction in value. However, the policy has seen positive growth since 31 August.

The average time-weighted return over the time period in this example would be: 3.6%

APPENDIX

COMMERCIAL PROPERTY

WE'LL EXCLUDE COMMERCIAL PROPERTY FROM THE REPORT IF:

- none of the accounts held any commercial property during the date ranges of the report
- the end date of the report is not the current date

Our partner, Curtis Banks, provides commercial property values on a quarterly basis. The value shown in the report will be the last value provided by Curtis Banks.

We don't include commercial property values in the total valuation figures in the report. They will appear at the bottom of the following sections of the report as a separate table:

- summary page
- additional investment information

If you include transaction history in the report, you will see the effect of commercial property related payments in or out of the account.

We don't include the impact of investment in commercial property in any other sections of the report, including fees and charges and income. The report doesn't show revaluations.

The report won't show the separate value table and disclaimers if the account(s) doesn't meet all the conditions required to display a commercial property value.

CORPORATE ACTIONS

FOR CORPORATE ACTIONS INCLUDED IN THE REPORT, PLEASE NOTE:

- repurchases, buy-backs and de-listings are classified as 'corporate action – asset sale'. The report doesn't include these in any income sections or calculations
- rights issues will only appear in the transaction history once they've been resolved through take-up.

The report won't include:

- the purchase or sale of rights issue itself
- pooling of costs across different share classes
- return of capital with increase to number of shares.

APPENDIX

GRAPHS

ROUNDING

TERMINOLOGY

GRAPHS

The income and total breakdown graphs will show the top ten holdings, from highest to lowest values, or alphabetically as appropriate. Where there are more than ten holdings, the graphs will show the top nine holdings with all other holdings grouped as 'other'.

ROUNDING

The reports shows monetary values and percentages to two decimal places and units and prices to four decimal places. We don't round during the calculations, but we do use half-rounding up for figures in the report.

KEY TERMS

Internal cash flows:

include fees and charges, income and dividends.

External cash flows:

include contributions, withdrawals and transfers.

Regular or single payments in:

payments in or out from cash deposits and tax relief.

Regular or single payments out:

payments in or out from tax paid cash withdrawals and cash withdrawals.

Other payments:

cash transfers, deposits and asset re-registration.

Net payments:

sum of total payments in minus total payments out.

Investment income:

natural income, including dividends, equalisations, interest, tax relief and rebates

Return %:

money-weighted return calculated for the reporting period (not as an annualised rate of return).

Fees and charges:

all Aviva Platform charges, adviser charges, discretionary investment manager charges, and third party charges.

Aggregated costs:

In line with MiFID II regulations, we combine similar cost types into cost categories.

Income:

natural income, including dividends, interest and fund rebates.

Gain/loss:

net gain or loss, calculated based on the difference between the closing value and the opening value, excluding income.

Dividends:

for both cash and notional dividends, the dividend is the full amount received, gross of any equalisation.

Opening values:

we use the position as at close of play of the previous business day.

Closing values:

we use the position as at close of play of the report end date.

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LIFE'S BETTER WITH A PLAN

