



For financial adviser use only.

# Elevate help guide Flexi-Access Drawdown conversions & mergers

[abrdn.com](https://abrdn.com)

# Introduction

## Consolidate Capped Drawdown and transfer-in Flexi-Access Drawdown pensions into a single Flexi-Access Drawdown arrangement.

Holding a single Flexi-Access Drawdown arrangement makes investment and income choices easier to manage and allows your clients greater flexibility in how they can take their pension benefits when planning retirement strategies.

This guide will show you how to;

- Convert existing or transferred-in Capped Drawdown arrangements
- Merge transferred-in Flexi-Drawdown arrangements.

# Contents

How to convert Capped Drawdown arrangements	3
How to merge Flexi-Access Drawdown arrangements	5
Availability for conversions and mergers	7
Helpful hints	8

# How to convert Capped Drawdown arrangements

Convert Capped Drawdown arrangements to a single Flexi-Access Drawdown arrangement.

## What you will see

Summary Portfolio **New Work** Cash Account Account Holders Transactions Reports & Documents

Create Work In Progress Work Submitted Disclose And Authorise

**Payment activities**

- New/amend prod payment
- Payments out
- Crystallise pension benefits
- Change pension payments
- Pension payments out
- Review Natural Income
- Add bank account

**Investment activities**

- New investment transaction
- Advanced orders
- Move cash into Adviser mgmt
- Move assets to new owner
- Move assets into Disc Mgr
- Remove Disc Fund Manager

Convert Capped to Flexi Access Drawdown

Summary Portfolio **New Work** Cash Account Account Holders Transactions Reports & Documents Charges & Remunerations Contacts IDV

Create Work In Progress Work Submitted Disclose And Authorise

**Important information**

- Any capped drawdown arrangements selected will be entirely converted to Flexi Access Drawdown
- If multiple Capped Drawdown arrangements are selected they will be converted to one Flexi Access Drawdown arrangement
- Conversion of Capped Drawdown arrangement(s) to Flexi Access Drawdown cannot be reversedAny regular income withdrawals on converted Capped Drawdown arrangements will be cancelled (unless they are currently in progress). You can then setup a new regular income withdrawal from the Flexi Access Drawdown arrangement.
- Conversion to Flexi Access Drawdown will trigger the Money Purchase Annual Allowance Rules (if they don't already apply)
- If a cash distribution is received for a unit held in a Capped Drawdown arrangement which has subsequently converted to Flexi Access Drawdown, the platform will move any cash balance the next business day to the Flexi Access Drawdown arrangement
- There are no income withdrawal limits for Flexi Access Drawdown and GAD income reviews are not performed on a Flexi Access Drawdown arrangement
- Any accumulated interest will be posted to the Capped Drawdown arrangement as part of the conversion process
- Any accumulated ongoing charges will be posted to the Capped Drawdown arrangement as part of the conversion process

**Capped Drawdown Arrangement Availability**

To be available for conversion arrangements must meet the following criteria:

- Status of arrangement must be 'Active'
- Only arrangements with a positive asset or cash balance
- No in progress income withdrawals (these must be cancelled first). This means payments that have begun processing and instruction has been sent to the bank.
- No in progress orders (these must complete or be cancelled)
- No in progress selective or complex corporate actions
- The following in progress or submitted orders cannot be outstanding for the capped drawdown arrangement:
  - Additional designation to capped drawdown
  - Take a one-off payment from capped drawdown
  - Change level of income/payment details
  - Request an income review
  - Pension payments out
- Arrangement must not be within twenty calendar days of a GAD review

Exit Next

## What you will need to do

1. Login to Elevate and from your client's account navigate to;  
**New Work > Create.**

2. Select **Convert Capped to Flexi-Access Drawdown.**

3. Read the **Important Information** and details on **Capped Drawdown Arrangement Availability.**

4. Click **Next.**

## Notes

The conversion option is only available where there are existing Capped Drawdown arrangements.

If you have an in-progress transfer, you will have to wait for this to complete before converting it to Flexi-Access Drawdown.

# How to convert Capped Drawdown arrangements – cont.

## What you will see

Summary Portfolio **New Work** Cash Account Account Holders Transactions Reports & Documents Charges & Remunerations Contacts IDV

Create Work In Progress Work Submitted Disclose And Authorise

Capped Drawdown arrangements available for conversion to Flexi-Access Drawdown

Account number	Product name	Origin	Value (cash and assets)	Value (cash)	Annual income being taken	GAD maximum income that can be taken	Convert?	
EL13	IS-005	Elevate PIA - Sch 1 Crystallised 1	Drawdown	£166,069.97	£166,069.97	£0.00	£12,948.84	<input type="checkbox"/>

Exit Next

5.

6.

Summary Portfolio **New Work** Cash Account Account Holders Transactions Reports & Documents Charges & Remunerations Contacts IDV

Create Work In Progress Work Submitted Disclose And Authorise

Account Number Product name

EL1 26-005 Elevate PIA - Sch 1 Crystallised 1

Are you sure you wish to proceed with converting the listed Capped Drawdown arrangements to Flexi-Access Drawdown? ☒

Exit Submit

7.

8.

## What you will need to do

5. Tick to select the Capped Drawdown arrangement that you want to convert to Flexi-Access Drawdown.

6. Click **Next**.

7. Tick the declaration box to confirm your selection.

8. Click **Submit** to convert to Flexi-Access Drawdown.

## Notes

7. If an arrangement is not available for conversion, you will be notified as to the reason why (see page 7 of this guide).

8. Once you submit the process and it has been authorised, you will not be able to reverse your decision.

If you don't want to proceed, click **Exit**.

# How to merge Flexi-Access Drawdown arrangements

Merge transfer-in Flexi-Access Drawdown arrangements to a single Flexi-Access Drawdown arrangement.

## What you will see

The screenshot shows the 'New Work > Create' screen in the Elevate system. The 'Create' tab is selected, and the 'Merge flexi-access drawdown arrangements' option is highlighted in the 'Payment activities' section. Four numbered callouts point to specific elements: 1. The 'New Work > Create' navigation path. 2. The 'Merge flexi-access drawdown arrangements' option. 3. The 'Important information' section. 4. The 'Next' button at the bottom right.

Summary Portfolio **New Work** Cash Account Account Holders Transactions Reports & Documents

Create Work In Progress Work Submitted Disclose And Authorise

**Payment activities**

- New/amend prod payment
- Payments out
- Crystallise pension benefits
- Change pension payments
- Pension payments out
- Review Natural Income
- Add bank account
- CappedToFlexiAccessDrawdown
- Merge flexi-access drawdown arrangements

**Investment activities**

- New investment transaction
- Advanced orders
- Move cash into Adviser mgmt
- Move assets to new owner
- Move assets into Disc Mgr
- Remove Disc Fund Manager

**Important information**

If multiple Flexi-Access Drawdown arrangements are selected they will be merged into one Flexi-Access Drawdown arrangement. The merger of the Flexi-Access Drawdown arrangement(s) to a single Flexi-Access Drawdown cannot be reversed. Any regular income withdrawals on the Flexi-Access Drawdown arrangements you wish to merge will be cancelled (unless they are currently in progress). You can then setup a new regular income withdrawal on the single Flexi-Access Drawdown arrangement. If a cash distribution is received for a unit held in a Flexi-Access Drawdown arrangement which has subsequently been merged, we will move any cash balance the next business day to the single Flexi-Access Drawdown arrangement. Any accumulated interest will be posted to the Flexi-Access Drawdown arrangement as part of the merge process. Any accumulated ongoing charges will be posted to the Flexi-Access Drawdown arrangement as part of the merge process.

**Flexi-Access Drawdown Arrangement Availability**

To be available for amalgamation arrangements must meet the following criteria:

- Status of arrangement must be 'Active'
- Only arrangements with a positive asset or cash balance
- No in progress income withdrawals (these must be cancelled first). This means payments that have begun processing and instruction has been sent to the bank.
- No in progress orders (these must complete or be cancelled)
- No in progress elective or complex corporate actions
- The following in progress or submitted orders cannot be outstanding for the capped drawdown arrangement:
  - Additional designation to Flexi-Access Drawdown
  - Take a one off payment from Flexi-Access Drawdown
  - Change level of income/pension details
  - Pension payments out

Exit Next

## What you will need to do

1. Login to Elevate and from your client's account navigate to;  
**New Work > Create.**

2. Select **Merge Flexi-Access drawdown arrangements.**

3. Read the **Important Information** and details on **Flexi-Access Drawdown Arrangement Availability.**

4. Click **Next.**

## Notes

The merge option is only available where there are multiple existing Flexi-Access Drawdown arrangements.

If you have an in-progress transfer, you will have to wait for this to complete before merging it to a single Flexi-Access Drawdown arrangement.

# How to merge Flexi-Access Drawdown arrangements – cont.

## What you will see

The first screenshot shows the 'Flexi-Access Drawdown arrangements available to merge' table. The table has columns: Account number, Product name, Origin, Value (cash and assets), Value (cash), Annual income being taken, GAD maximum income that can be taken, and Merge?. A single row is visible with the following data: EL13, 15-005, Elevate PIA - Sch 1 Crystallised 1, Drawdown, €166,069.97, €166,069.97, €0.00, €12,948.84. A checkbox in the 'Merge?' column is highlighted with a callout 5. Below the table are 'Exit' and 'Next' buttons. A callout 6 points to the 'Next' button.

The second screenshot shows the confirmation step. It displays the account number 'EL13' and product name 'Elevate PIA - Sch 1 Crystallised 1'. Below this is a declaration box: 'Are you sure you wish to proceed with merging the listed Flexi-Access Drawdown arrangements?' with a checkbox. A callout 7 points to this checkbox. At the bottom are 'Exit' and 'Submit' buttons. A callout 8 points to the 'Submit' button.

## What you will need to do

5. Tick to select the Flexi-Access Drawdown arrangement that you want to merge.

6. Click **Next**.

7. Tick the declaration box to confirm your selection.

8. Click **Submit** to merge arrangements.

## Notes

5. If an arrangement is not available to merge, you will be notified as to the reason why (see page 7).

8. Once you submit the process and it has been authorised, you will not be able to reverse your decision.

If you don't want to proceed, click **Exit**.

# Availability for conversions and mergers

## What you will see

Summary

Portfolio

New Work

Cash Account

Account Holders

Transactions

Reports & Documents

Charges & Remunerations

Contacts

IDV

Create

Work In Progress

Work Submitted

Disclose And Authorise

Capped Drawdown arrangements not available for conversion to Flexi-Access Drawdown

Account number	Product name	Status	Asset or cash balance greater than zero	No in progress income withdrawals	No in progress orders	No in progress elective or complex corporate actions	No in progress wizards	Not within twenty days of a GAD review
EL1 4-021	Elevate PIA - Sch 1 Crystallised 1	Active	✓	✓	✓	X	✓	✓
EL1 4-023	Elevate PIA - Sch 1 Crystallised 2	Active	✓	✓	✓	X	✓	✓
EL1 4-025	Elevate PIA - Sch 1 Crystallised 3	Active	✓	✓	✓	X	✓	✓
EL1 4-027	Elevate PIA - Sch 1 Crystallised 4	Active	✓	✓	✓	X	✓	✓
EL1 4-029	Elevate PIA - Sch 1 Crystallised 5	Active	✓	✓	✓	X	✓	✓
EL1 4-156	Elevate PIA - Sch 1 Crystallised 6	Active	✓	✓	✓	X	✓	✓

Exit

Next

Summary

Portfolio

New Work

Cash Account

Account Holders

Transactions

Reports & Documents

Charges & Remunerations

Contacts

IDV

Create

Work In Progress

Work Submitted

Disclose And Authorise

Flexi-Access Drawdown Arrangements not available to merge

Account number	Product name	Status	Asset or cash balance greater than zero	No in progress income withdrawals	No in progress orders	No in progress elective or complex corporate actions	No in progress wizards
EL1 9-008	Elevate PIA - Sch 2 Crystallised 2	Active	X	✓	✓	✓	✓
EL1 9-009	Elevate PIA - Sch 1 Crystallised 3	Active	X	✓	✓	✓	✓
EL1 9-010	Elevate PIA - Sch 1 Crystallised 4	Active	X	✓	✓	✓	✓

Exit

Next

## To convert or merge, the arrangements must meet the following criteria;

- Must be active. For example a transfer must have completed.
- No in-progress income withdrawals. These are single or regular income withdrawals still being cleared through the banking system.
- No in-progress orders. These are investment transactions that have not reached full settlement.
- No elective of complex corporate actions.
- No in-progress pension payment wizards. These include;
  - Additional Designation to Drawdown
  - Take One-off Payment
  - Change level of income/Payment details
  - Request an income review (for Capped Drawdown conversion)
  - Other pension payments out
- Not be within 20 calendar days of a GAD review (for Capped Drawdown conversions).

You will have to either wait for the in-progress action to complete or, if possible, cancel it.

If an arrangement cannot be converted or merged the reason why will be displayed when you start the process.

# Helpful hints

Conversions and mergers cannot be reversed once you have submitted the process and it has been authorised by us. Please contact us immediately if you need to change your decision.

Conversions will trigger the Money Purchase Annual Allowance (MPAA) rules (if they do not already apply) once the first income payment (regular or single) has been made from the Flexi-Access Drawdown arrangement. Any future contributions over the MPAA will incur an annual allowance charge from the day the payment completes and will limit the amount of tax relief on future contributions to any money purchase arrangements (like the Elevate PIA).

Where multiple arrangements are converted or merged, they are held in a single on-platform Flexi-Access Drawdown arrangement.

Separate Flexi-Access Drawdown arrangements are held for the Elevate PIA Scheme 1 and Scheme 2 (where applicable) – these cannot be merged.

Where the same model portfolio is held across multiple drawdown arrangements, they will not be merged upon a conversion or merger. The same model will be held multiple times in the consolidated arrangement. If you want to merge the model portfolios you can deconstruct them and then add the assets to a single model portfolio (see Deconstruct a Model Portfolio and Add existing assets into a Model Portfolio Help Guides for more information on this process).

If your client has discretionary managed assets, these assets will be converted or merged to a single discretionary managed sub-account. You should notify the discretionary manager when processing a conversion or merger in case they need to align investment strategies.

New or in progress transfers of drawdown arrangements cannot be converted or merged until the transfer has completed, payment cleared and investment orders settled.

Where multiple drawdown arrangements exist, they can be selected individually for conversion or merger, but each must be done so in its entirety.

Once converted or merged, regular income withdrawals from those arrangements are cancelled automatically (upon authorisation). You can set up new regular and one-off payments from the single Flexi-Access Drawdown account via **New Work > Change Pension Payments**.

Once you have pressed submit, further transactions on the ceding arrangement cannot be processed.

If a cash distribution is received for a converted or merged asset, Elevate will move any cash balance the next business day to the single Flexi-Access Drawdown arrangement.

Accumulated interest (since the last payment) will be posted to the drawdown arrangement once the process has been authorised and included in the conversion/merger to the Flexi-Access Drawdown arrangement.

Accumulated on-going charges that have not yet been paid are debited from the ceding arrangement upon authorisation and are not carried over to the single Flexi-Access Drawdown arrangement.

Do not select an Ad Hoc Adviser Charge immediately before processing a conversion or merger.

Requesting an Ad Hoc Adviser Charge from an arrangement that you intend to convert or merge will cause your payment to fail if both are keyed on the same day. This may also delay the conversion or merger process.

If it is applicable to take an Adviser Charge,  
If a charge is required, ensure you either;

- Convert or merge the account only after the Ad Hoc Adviser Charge has been deducted and is showing on your clients Elevate Cash Statement; or
- Wait for the conversion or merger process to complete, then take your Ad Hoc Adviser Charge from the new Flexi Access Drawdown arrangement.



#### **Get to know us better**

**We hope you've got a good insight into our platform and the potential benefits it can bring to you and your firm.**

If there is anything more you want to know, please contact us.

#### **Call us on 0345 600 2399**

Our lines are open 9am to 5pm, Monday to Friday.

As part of our commitment to quality service and security, telephone calls may be recorded.

#### **Email us at [Elevate\\_Enquiries@abrtn.com](mailto:Elevate_Enquiries@abrtn.com)**

Please be aware that emails are not secure as they can be intercepted, so think carefully before sharing personal or confidential information in this way.

#### **Address**

Elevate, PO Box 6877, Basingstoke, RG24 4RT

For more information visit [abrtn.com/adviser](http://abrtn.com/adviser)

Elevate Portfolio Services Limited is part of abrtn Group, which comprises abrtn plc and its subsidiaries.

Elevate Portfolio Services Limited is registered in England (01128611) at 280 Bishopsgate, London, EC2M 4AG, and authorised and regulated by the Financial Conduct Authority.

SLE0064 1222

# **abrtn.com**

STA1122328518-001