



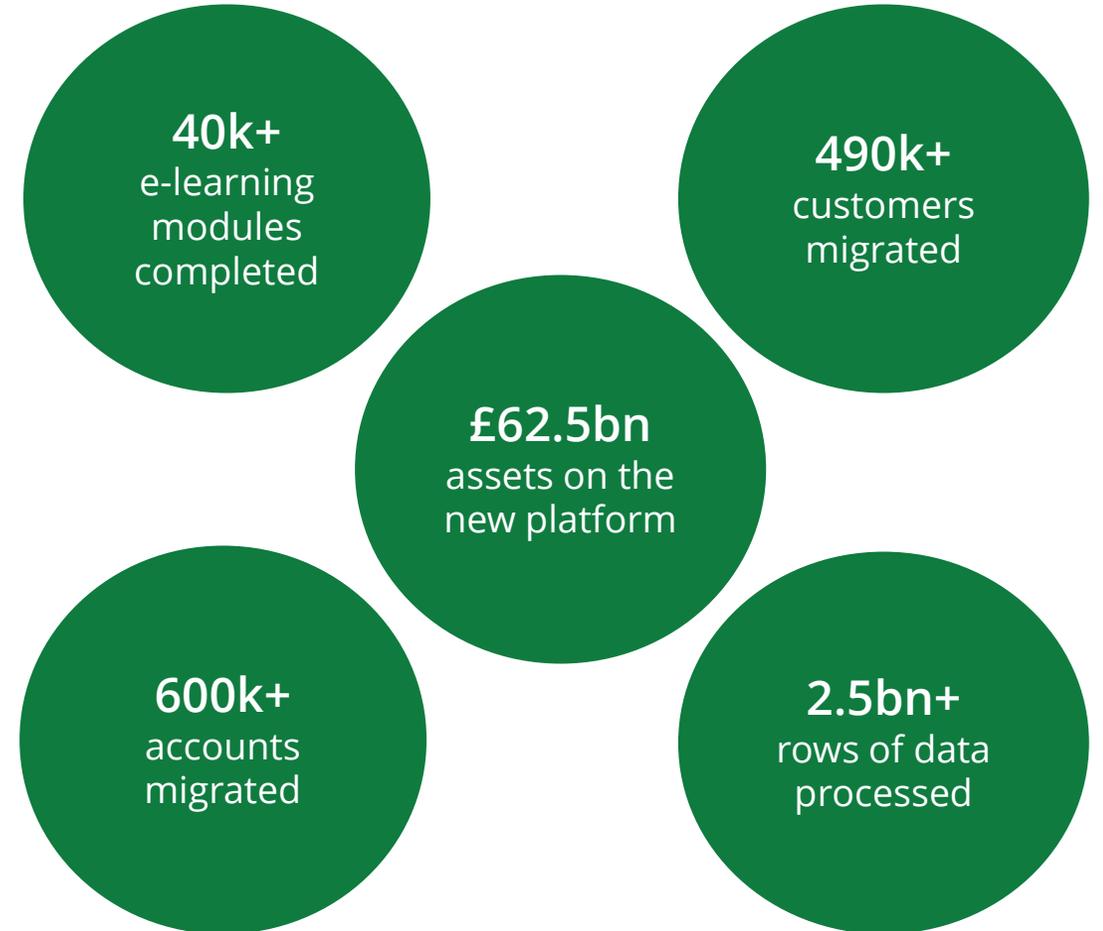
# Quilter Investment Platform: Moving forward together

March 2021

Quilter

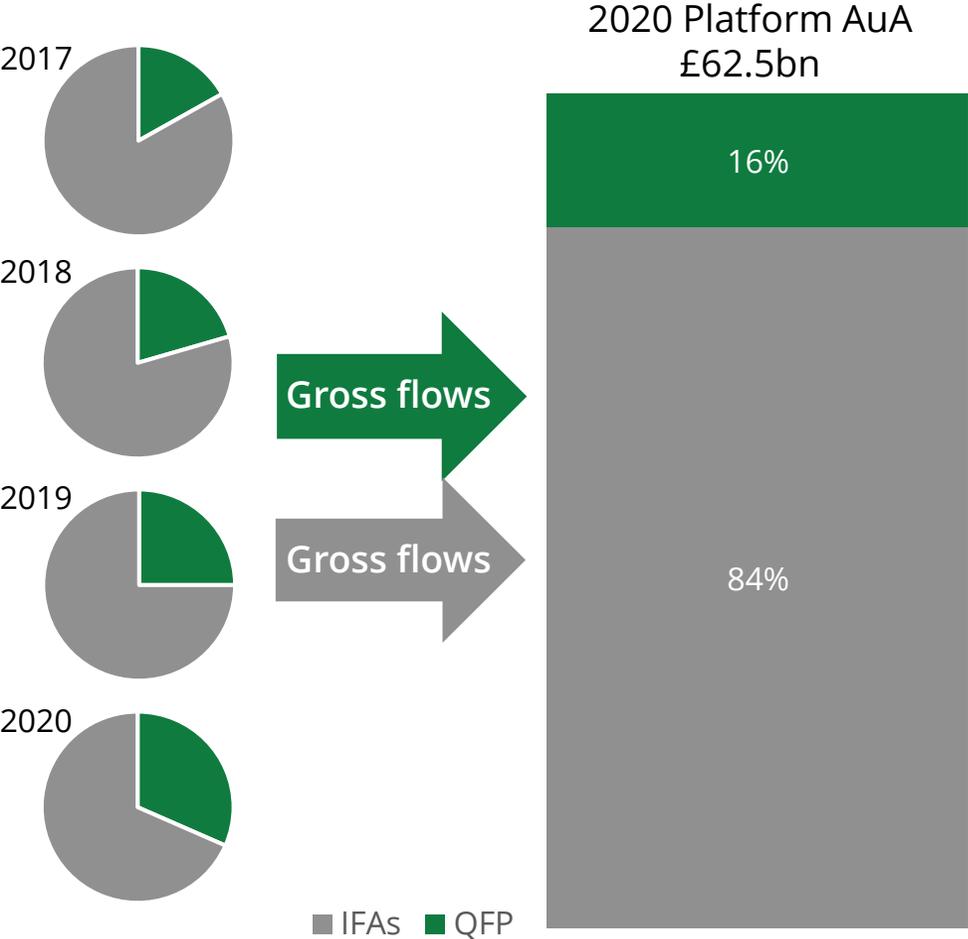
# Platform Transformation Programme completed safely

- UK's largest platform migration successfully delivered in a controlled, measured way
- Why?
  - IT resilience
  - Improved functionality and proposition
- How?
  - Three carefully managed and controlled, phased adviser migrations (PAM) over a 12 month period
  - Advisers and customers front and centre of the process
- Scaling the opportunity
  - Capture greater share of flow from our advisers
  - Broaden and deepen our relationships with IFAS



# More relevant proposition a foundation for growth

Enables Quilter to reinvigorate sales and reverse decline in IFA gross flows



Outsource model allows Quilter to focus on the expertise which differentiates the proposition

Offering which adds value and creates powerful proposition:

- Differentiated, best-in-class pension wrapper
- Digital adviser and customer portal; online and call centre support
- Inheritance tax modelling, taxation and trust support
- Best-in-class fund pricing
- DFM portfolio management portals
- Country-wide sales and technical support team

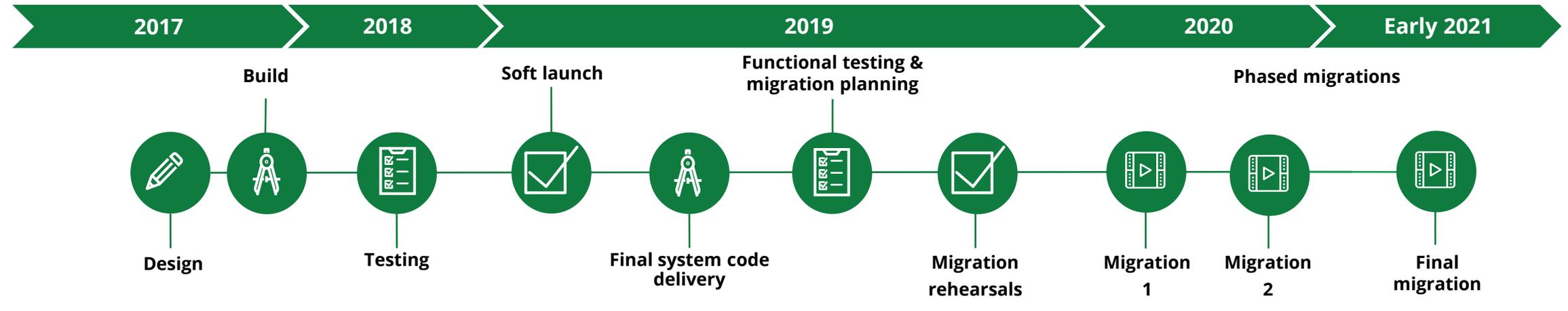
What makes us Quilter

Back-office processes which advisers take for granted:

- Transaction processing
- Custody and settlement
- Fund transfers
- Record keeping and statement production
- Management Information feeds for accounting

Provided by FNZ

# Timeline planned, scaled and executed



**Final migration successfully undertaken: All assets now on new technology**

New platform continues to operate well and at scale  
Continue to provide focused support for advisers and customers

Positive adviser feedback from 2020 migrations

Total programme costs expected to be c.£200 million, as previously communicated

Successful migration of customers and advisers the gateway to a strong business relationship over time ... new platform will be the beating heart of Quilter

# New functionality enhances our award-winning capabilities

Products: Supporting growth across the generations		
➤ Junior ISA		New
➤ Pension		Enhanced
➤ ISA		Enhanced
➤ General Investment Account		Enhanced
➤ Bond		Enhanced

Functionality: Market-leading, attractive to broader adviser base		
➤ Arrange withdrawals and income online		New
➤ Flexi ISA capability		New
➤ Flexible income and regular withdrawal dates		New
➤ Flexible Direct Debit collection dates		New
➤ New adviser MI and reporting suite		New

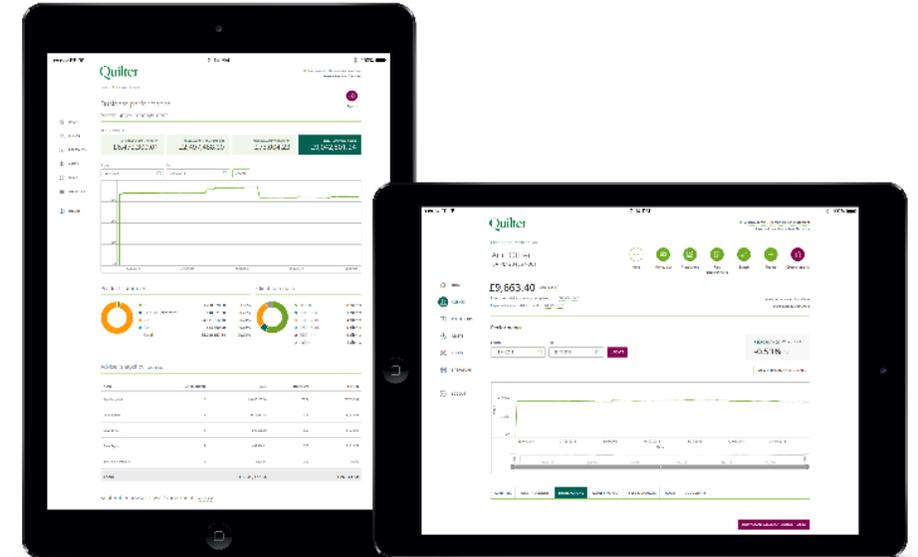
Investments: Opportunity to reengage with inactive firms		
➤ Option to invest in ETFs and Investment Trusts		New
➤ Access to cash accounts		New
➤ Range of available discretionary IMs		Enhanced
➤ Adviser model portfolio management		Enhanced

Ease of use: Single-source potential for Quilter RFPs		
➤ Online user experience		Enhanced
➤ Cross browser functionality		Enhanced
➤ Mobile and tablet optimised		New
➤ Improved view & control of investments through online Customer centre		Enhanced

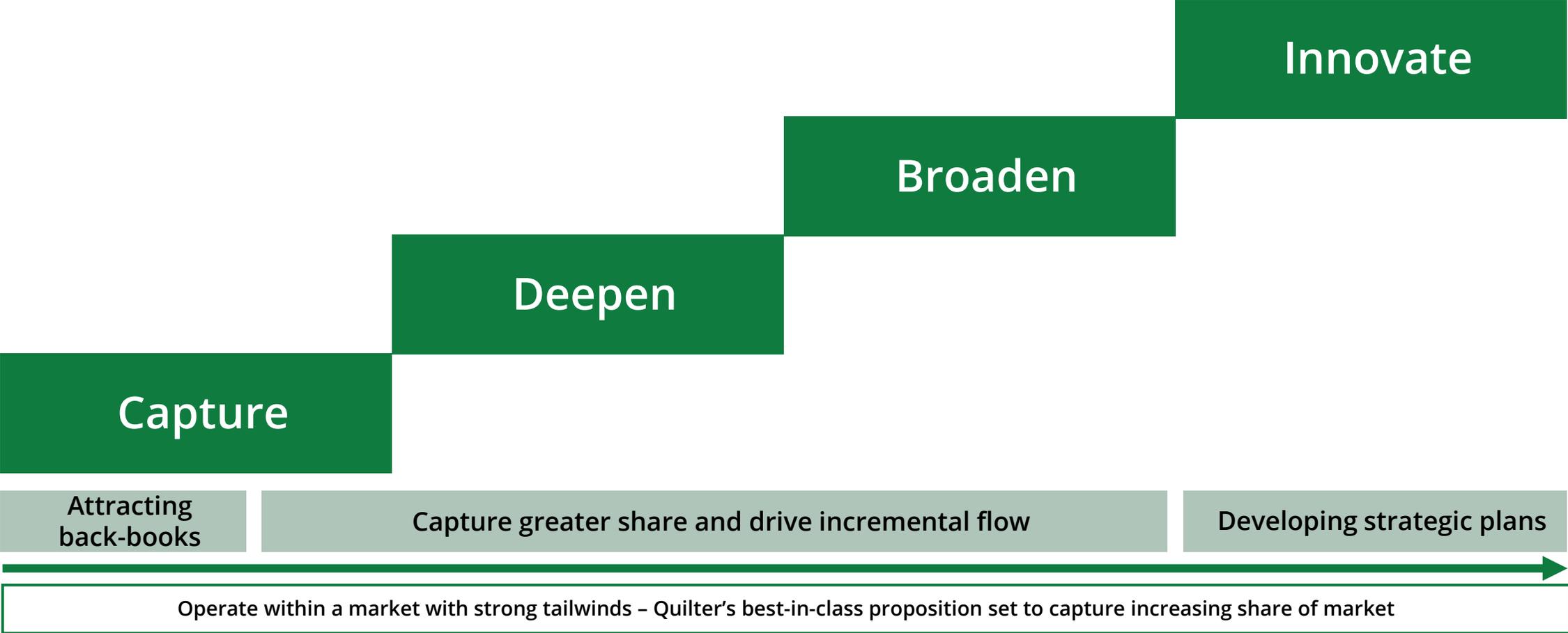
Opportunities: 1) capture greater share of flow from RFPs 2) broaden & deepen relationships with IFAs 3) broaden Quilter Investors' solution suite

# Completing PTP is not the end, this is our beginning

- Platform proposition with modern technology, award-winning tools and service, and competitive pricing
- Moving forward together, with
  - Customers and advisers – strengthening relationships
  - Our technology partner – enhancing and evolving our proposition
- Robust, agile, scalable



# Positioned to capture growth: Priorities for 2021 and beyond



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