



For financial advisers

September 2024

Improving income reliability – your questions answered

It's vital your clients receive their pension income payments on time, so we've implemented the first phase of a new solution to make sure that happens. Take a look at our frequently asked questions to find out more.

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Why were previous income payments delayed?

To understand the root cause of delays, we analysed historical income payments. Through our analysis we discovered that the vast majority of delays were due to not enough cash being available in the SIPP's cash facility.

What has changed?

To avoid delays, even if sell transactions on your client's ARC and/or One Retirement SIPP haven't settled, we'll make the payment. Until the trades have settled a debt will be shown on your client's SIPP transaction history. It's worth noting that the value of your client's SIPP must be more than the value of the income payment for the payment to be made.

The change means your clients can be reassured they'll receive their regular drawdown income when they expect it.

What products does this change apply to?

The ARC and One Retirement SIPP, if your client is taking drawdown income.



Are there any reasons why income could be delayed?

Your client's income payment could be delayed for one of the following reasons:

- The value of the SIPP is less than the income amount requested.
- Anti-money laundering and bank verification checks haven't been completed.

If this happens we'll contact you to make you aware and discuss next steps.

What other improvements are planned?

We're designing a number of solutions to improve money out and income reliability that we believe will make the most difference to you and your clients. This could include allowing regular dripped income to be released without the need for cleared funds, 'cash-ringfencing' and/or more frequent payment runs. As we progress through design, we'll know what solutions we'll put in place to make payments – particularly pension income payments – more reliable.

We're focused on expanding and growing our platform to deliver on our ambition to become the market-leading digital platform provider. Based on your feedback, we regularly make improvements to our platforms' products, service and digital experience. Take a look at our latest updates at aegon.co.uk/platform-update