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Books allow you to fully explore a topic and immerse yourself in a deeper way than most media today.

Mark Zuckerberg, January 2015

04. to 06.

Benchmarking

13. to 34.

Best practice

06. to 11.

Digital investment advice

35. to 80.

Market Review

Contents.

Our Approach

N5 has deep, domain knowledge of financial services gained from working with some of the world's most innovative financial services organisations.

Covering a range of topics, our benchmarking service reviews innovative thinking and best practice in the marketplace that differentiates organisations that are leading the way in the design of their customer journeys.

N5 curates publicly-available information to demonstrate how these organisations differentiate their propositions and deliver superior experiences to their customers.

This volume is focused on Digital Investment Advisors, a relatively new area of the market that is quickly gaining popularity through commoditisation of investing for the general public.



Our Approach



We SEARCH the worldwide marketplace looking for providers that stand out because of what they are doing, the way they do it or the awards they have won. This creates a list that includes both established providers and new market entrants.



Next, we REVIEW the providers and key findings to identify the unique features and benefits that really stand out amongst their peers.



Then, we ANALYSE each provider, determining the key differentiators in proposition and customer experience.



Finally, we SUMMARISE the best of the best practices and innovative thinking from across the providers.

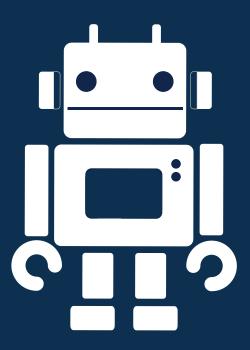
Digital investment advisors

Digital Investment Advisors (DIA) provide consumers with 'robo-advice' through an automated, online investment service.

Robo-advisors are a relatively new concept that has gained in popularity as consumers look for simple, low-cost ways to invest when they are inexperienced, less-confident, time-poor or, simply don't have much money to invest.

Robo-advisors help the consumer to set up a portfolio by picking investments that best meet their risk appetite and objectives over a defined period. The portfolio can often be automatically managed through algorithms that ensure the investments have the best chance of staying on target to achieve the consumer's objective. Robo-advice typically includes access to human advisors, financial planners, specialist tools and wealth management services previously available only to those that could afford it.

DIA has commoditised investing by providing low-cost, always-available access at a low-cost entry point for the average consumer.



The DIA market

The marketplace for DIA is still relatively small, but is growing rapidly with a wide variety of new, unfamiliar start-up businesses mixed with well-known investment and banking brands.

The consumer now has considerable choice in the marketplace to identify the provider that best suits their specific needs and financial situation.



The worldwide market is growing rapidly, with assets under management increasing at over 75% year-on-year to \$976bn and 45m users in 2019.



In the UK the story is similar, with **90% growth year-on-year** to £11bn, but only 43% growth in users to 572k in 2019. The average investment is £19k.



Key challenges

Against a backdrop of increasing global financial uncertaintly (e.g. Brexit) we see consumers wanting more direct control of their finances and demanding more self-serve features from their financial service providers.

This has now encompassed investment services, where traditional providers have been shifting more services online to reduce cost to serve and compete with an influx of new entrants offering digitally-assisted and automated alternatives that maximise advances in technology (e.g. A.I.) at a low cost.

This has moved investing from a specialist service to the ultra-wealthy to a commoditised service available to almost anyone, which creates a number of challenges for an organisation to differentiate in an increasingly crowded marketplace. Financial services is a heavily regulated market so, there is often a trade-off between low-cost, fully self-served, digital advice and providing access to more expensive, human-advisors. In essence, how much can be automated without crossing the regulatory line?

The market is regulated because it is complex and consumers can lose money because of their misunderstanding as well the performance of their investments. The key challenge here is how to simplify such a complex subject and provide an appropriate level of advice that the average consumer can understand whilst remaining competitive and transparent?



Refocusing the proposition



Reason to buy: brand values

Key questions

What core brand value(s) do we want to represent? Is it differentiated enough?

Santander UK proposition

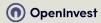
The DIA is a simple digital tool, for a new kind of investor. "However, it's not a simple tool and it's not clear what kind of investors it is suitable for, or aimed at."

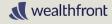
Recommendation

Create a distinctive brand and value proposition with an emotional connection that focuses on a single core value.

For example, responsible investing; simplifying investing; investing in tomorrow; social impact; solving global challenges; investing sustainably; co-pilot & automatic investing

















Reason to buy: value proposition

Key questions

What problems do we solve? What solutions do we offer? Is it differentiated enough?

Santander UK proposition

Register for Investment Hub and buy a suitability report to see one of four funds that suits me, all within 25 minutes.

Why do I need the Hub? Why do I need to pay for advice? Why are there only 4 funds? Why does it take so long? How does it help me achieve my goal?

Recommendation

Meet the customer's investment needs.

For example; Al advisors; tailored portfolios; funds and shares; Nobel Prize winning investment strategies; human advice when needed; 10-15 minutes average; free report; free annual fees; passive investments; globally diversified portfolios; lower tax;

















Reason to stay: customer experience

Key questions

How do we best deliver the service? Is it differentiated enough?

Santander UK proposition

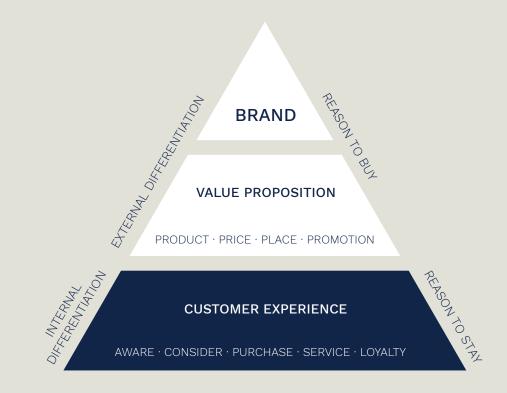
Clinical proposition offering basic investment strategies, with minimal links to human values.

How do I link my personal goals and values to an investment strategy? How do I select investments with responsible companies?

Recommendation

Provide financial planning to match needs, interest and dreams.

For example, goal-based investments; global objectives and values: thriving communities, sustainable, accountable, focus on women, political ideals, automated investments and saving, tailored and simple to reach financial goals and change the world.















PERSONAL CAPITAL



Best practices in DIA

CONNECT WITH CUSTOMERS

Create instant understanding by focusing on the customer's financial wellness to help them connect with the DIA concept

HUMANISE INVESTING

Reach more people by creating an emotional connection between a customer's life-goals with investing

ENABLE STICKY FEATURES

Engender loyalty by creating an end-to-end range of supporting services that add value to the customer's DIA experience

DEMONSTRATE

Remove barriers to purchase by demonstrating how to achieve goals and grow their investment before committing

VARIABLE PRICING

Help customers understand and control costs by transparent charging of features used, amount invested and success rather than a fixed fee

REDUCE FRICTION

Streamline the customer experience by simplifying the join and investment process to make it quick and easy.

Connect with customers

Create instant understanding by focusing on the customer's financial wellness to help them connect with the DIA concept.

APPROACH

- **1.** The proposition must represent something different to consumers and customers
- **2.** Rename the proposition to reflect an association with the concept of DIA like the example brands, below.
- **3.** Re-engineer onboarding and ongoing experience process to help the customer connect investing to their life goals
- 4. Explain the 'autopilot' concept of a robo-advisor

RATIONALE

Focusing on the customer's financial health helps them understand the implications of investing and that it fits with their goals, situation and risk appetite.

KEY IDEAS

- · Target new investors and those that are time-poor
- · Focus on the customer's financial health and wellness
- Triage the customer's life goals and reasons for investing, e.g. start with three financial goals to ensure investing is suitable: Repay debts; Saving for an emergency fund; Saving for retirement;
- · When customers pass this first level check progress to other goal-based savings before moving into investment options
- · Recognise that financially healthy clients are high value to the business and ar potential opportunities for other products









Reach more people by creating an emotional connection between a customer's life-goals and their saving and investing needs.

APPROACH

- **1.** Ask simple questions the customer can relate to around their life-goals.
- 2. Some life-goals are more suited to savings, e.g. saving for a car, travel, home, university, early retirement, starting a business. Investment is an option, once all other goals have been pre-filtered
- **3.** Create personalised journeys for each goal
- **4.** See the examples on the following page

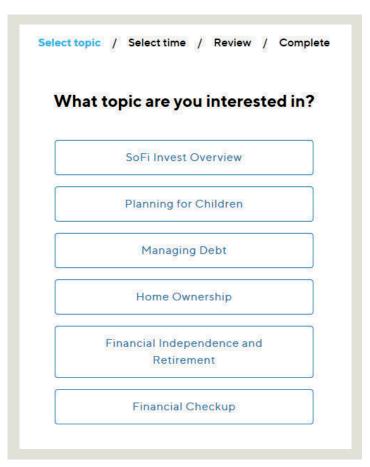
RATIONALE

This filtering approach ensures customers fully understand the suitability of investing and the differences to saving, i.e. saving is setting aside money for a specific goal, whereas investing has an expectation of generating additional money.

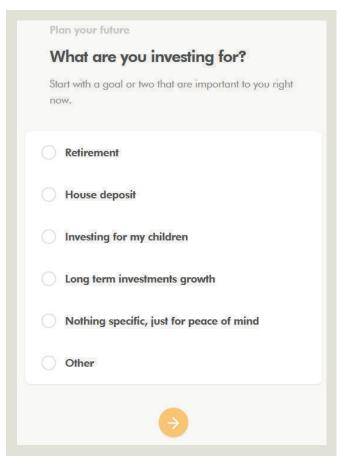
KEY IDEAS

- Saving accounts can be given names/pictures to help focus on the goal, e.g. my dream car, with a pixelated photo that becomes clearer when nearing the target;
- Include a 'I don't know where to start' option with recommendations around safety nets and retirement planning;
- Offer a range of support services for each of the goals: financial advisor, private concierge, articles, calculators. For example, experts in home/car as well as the financial products around them:
- Minimise data capture, e.g. just age enables a projection of how much money needs to be saved for retirement
- Offer more complex goals and dreams for the future: volunteering, seeing and reading, spending time outdoors, cooking and eating food, exercising, entertainment, thinking about history and politics, etc.



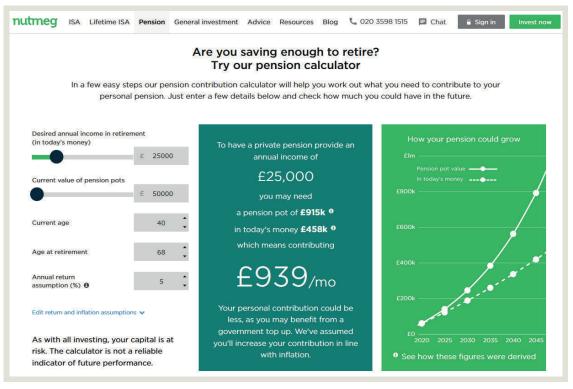


Wealthsimple

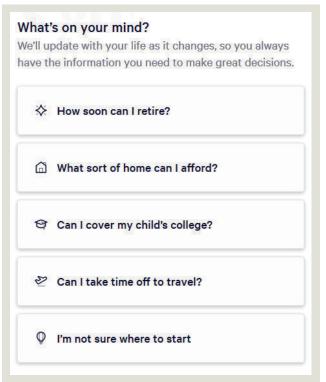




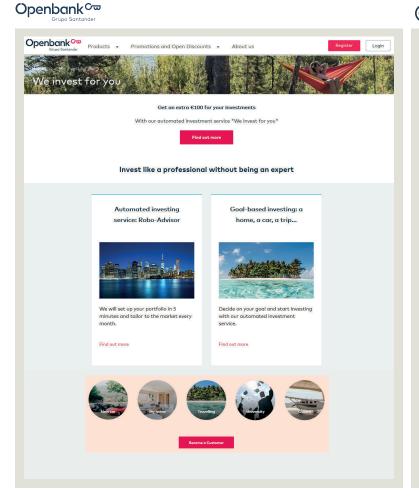
nutmeg

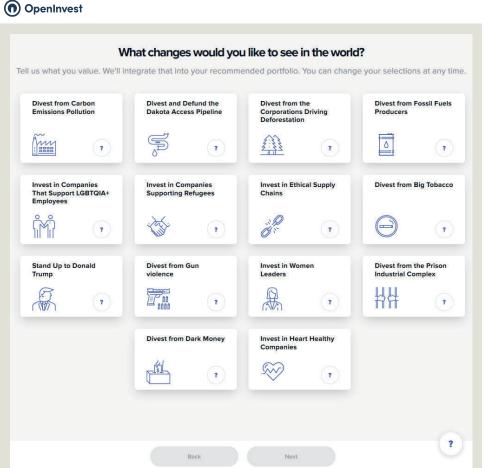


wealthfront



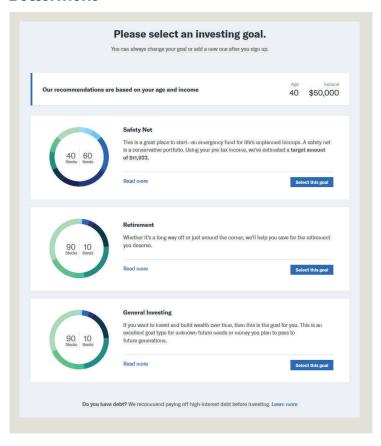




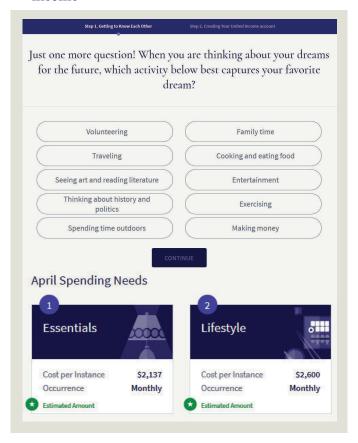




Betterment



united income





Reach more people by creating an emotional connection between a customer's life-goals and their saving and investing needs.

APPROACH

- **1.** Create 'wrapper' services that help to cement the customer's reason for using the DIA beyond just the process of investing
- **2.** Introduce relevant content that is available exclusively to DIA customers and frequently refreshed
- **3.** Provide features and incentives to visit the DIA on a more frequent basis.
- **4.** See the examples on the following page

RATIONALE

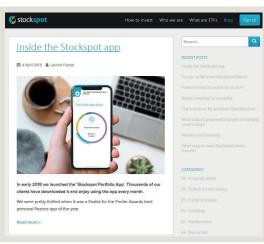
If the only reason a customer has for coming back to the DIA is to check or change their investments then it is merely a commoditised relationship that they could get elsewhere.

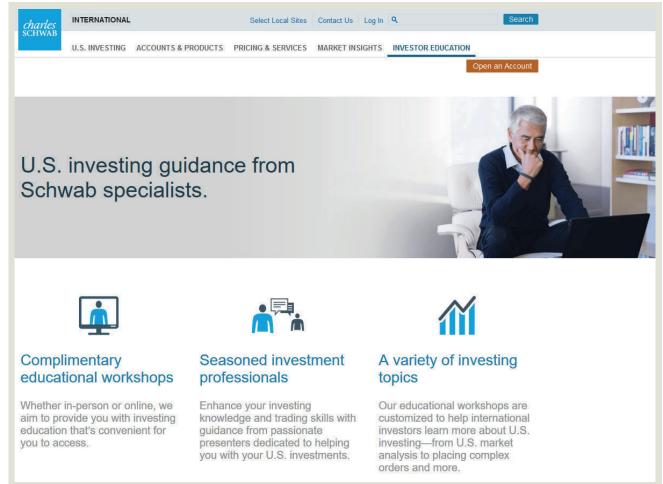
KEY IDEAS

- · Fantasy investment portfolio
- \cdot Preferential discounts on other products, e.g. interest rates for loans
- · Career services
- · Unemployment protection
- · Access to financial advisors
- · Referral program
- · Investment community to share how others are achieving their goals
- · Exclusive tips, news, blogs
- · Investor education, with free live webinars and in-person events
- \cdot Monthly newsletter with relevant information





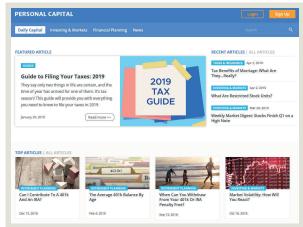




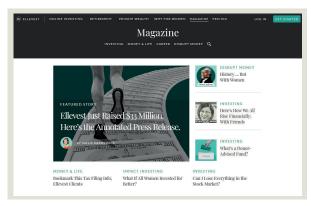




PERSONAL CAPITAL®

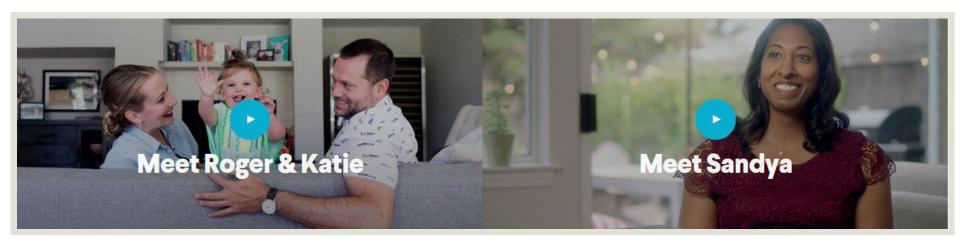


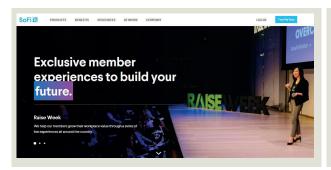






SoFi ***











united Income



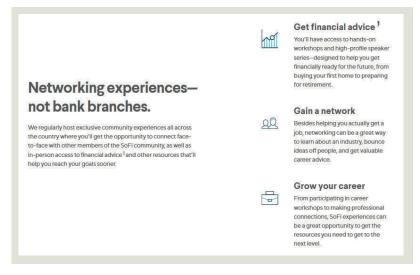




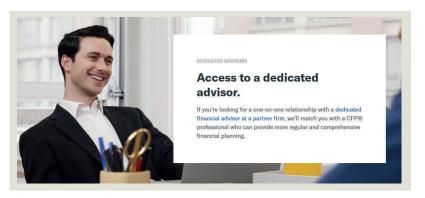
earthfolio[®]



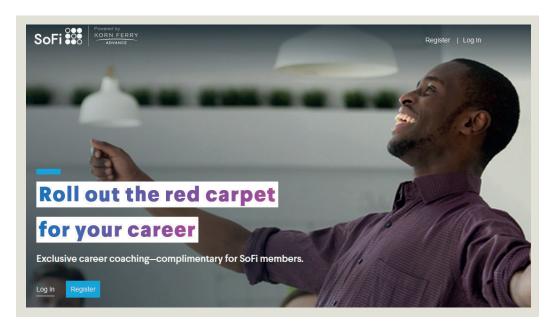


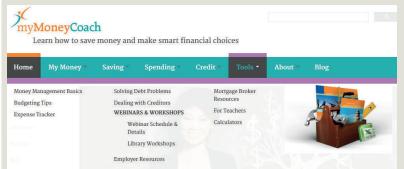


Betterment











Demonstrate

Remove barriers to purchase by demonstrating how customers could achieve their goals and grow their investment before committing

APPROACH

- **1.** Provide illustrative information and examples based on a range of typical customer situations
- **2.** Create interactive simulation tools that the customer can configure according to their goals, investment amount and risk appetite
- 3. See the examples on the following page

RATIONALE

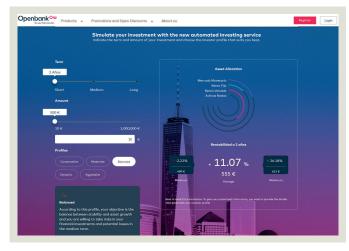
The customers likely to be interested in DIA are typically new to investing and need guidance on what to expect. The more they feel the content and benefits are relevant to them, the more reason they have for signing up.

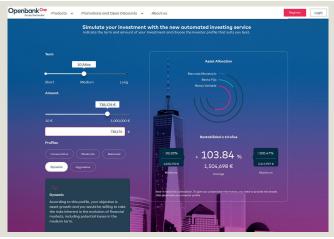
KEY IDEAS

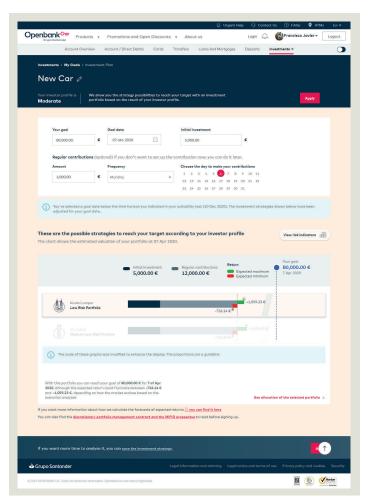
- · Charts of historic performance with interactive controls
- · Simulated performance based on customer situation
- · Levels of investment required to achieve goal of 'X' over time
- · Explainer videos for features and investing concepts
- · Customer success stories and case studies
- · Fantasy investment planner try before you buy

Demonstrate

Openbank Cw







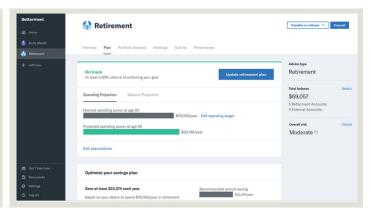


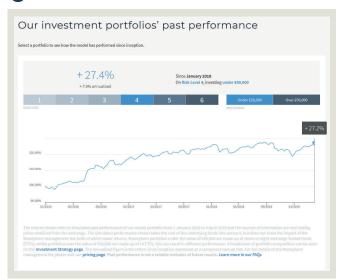
Demonstrate



SoFi's hypothetical cumulative returns compared to industry benchmark. Updated on 1/3/1009 I YEAR RETURN 3 YEAR RETURN 5 YEAR RETURN 10 YEAR RETURN SOFI 10.20% 48.00% 57.20% 140.30% Benchmark 9.20% 43.60% 47.60% 108.60% Nair Performance through 97/20/8! The performance through 97/20/8! The performance through 97/20/8! The performance through 97/20/8! The performance through presented above in claims or tables represente hardsend on a combined simulated radas through the entiting date above. The strategy assumes disidented, we retreated, and the purities in full country to the fact day of each month. The selection of the purities in full country to the fact day of each month.

Betterment







Variable pricing

Help customers understand and control costs through transparent charging of features used, amount invested and success rather than just a fixed fee.

APPROACH

- 1. Enable 3 different price points for different investor types.
- 2. Charge based on amount invested, number of goals, number of transaction and the success of the investment.
- 3. See the examples on the following page

RATIONALE

Removes uncertainty on how much they will end up paying for their investment over the longer term and helps different investor types get started on achieving their goals.

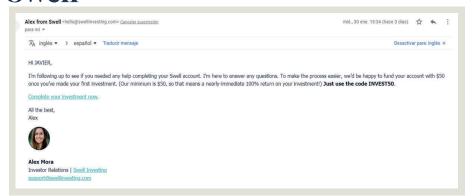
KEY IDEAS

- · Compare the prices to the context of everyday life, e.g. for the price of your daily coffee...
- · Compare against the competition to demonstrate transparency and differentiation of charges
- · Provide a 'fees' calculator that illustrates the likely fees based on the customer's selected goals, amount to invest etc
- · Incentivise the customer to sign up, e.g. first 6 months free, discount for lump sum deposits, 'abandoned cart vouchers'



Variable pricing

Swell









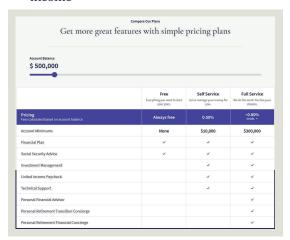




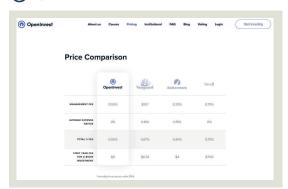
Variable pricing



united



OpenInvest



Reduce friction

Streamline the customer experience by simplifying the join and investment process to make it quick and easy.

APPROACH

- **1.** Reduce friction during onboarding and ongoing that may lead to dissatisfaction later, e.g. poor design or usability, lack of information
- **2.** Refine the registration process to only capture what is necessary to get started
- 3. Short-form based on default assumptions
- **4.** Increase satisfaction with engaging features
- **5.** Aim for the customer to be able to start investing within 10 minutes of starting the registration process
- **6.** See the examples on the following page

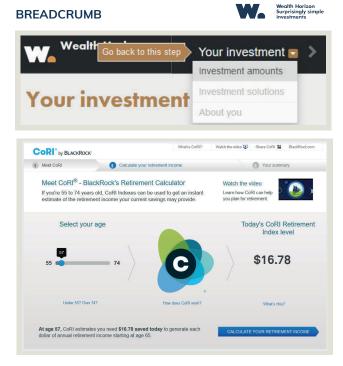
RATIONALE

Reduces reasons for the customer to abandon the registration process and enables the business to manage the consumers expectation before and during the registration process.

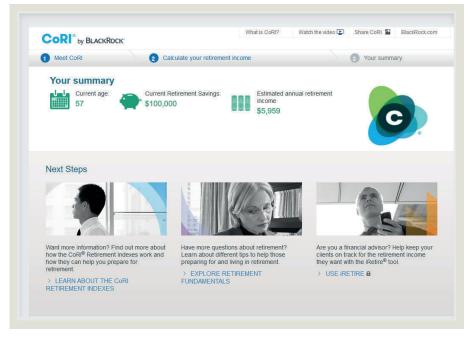
KEY IDEAS

- · Breadcrumb the navigation journey
- · Save and retrieve the registration details
- · Capture email address up front, in case of problem (and to follow up abandons)
- · Contextual help for every question asked, i.e. why are we asking this?
- · Persistent summary box of information
- · Responsive indicators of when information is correctly entered correctly
- · Glossary of terms and FAQ
- · Incorporate Chat and Call Me Back features, pop-up whilst browsing
- $\cdot \ \text{Investment strategy, methodology and team explainers} \\$
- \cdot Keep the customer informed, particularly after account opening
- · Provide multiple recommendations for comparison, not just one
- · Enable social media login
- · Incentivise referrals
- · Collaborate with other providers to offer alternate products above/below own
- · Use common terms and visualisations to refer to investment strategies, e.g. gemstones, metals
- · Ensure the business' credentials are always present
- \cdot Video explainers of the onboarding and ongoing customer experience
- · Enable contact with a human advisor during the onboarding process

Reduce friction



SUMMARY OF INFORMATION ENTERED



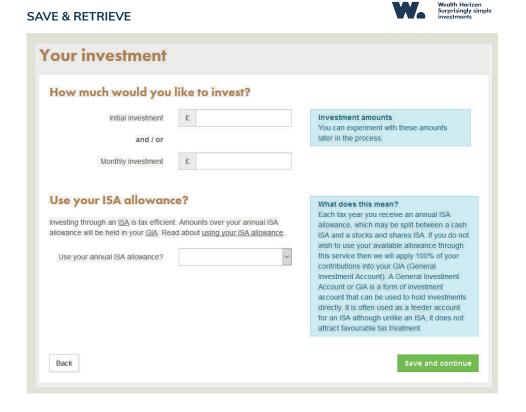








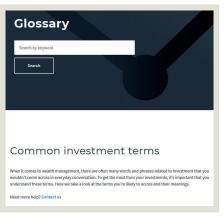




GLOSSARY OF TERMS



moneyfarm





WHY THE INFORMATION IS CAPTURED

OpenInvest



Betterment

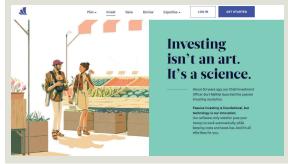


INVESTMENT STRATEGY AND CREDENTIALS





wealthfront







FAQ, CHAT AND CONTACT DETAILS

nutmeg

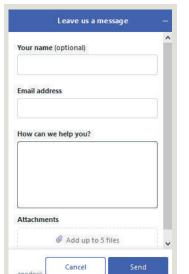










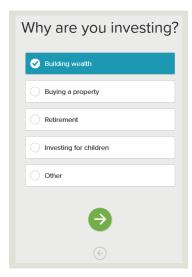




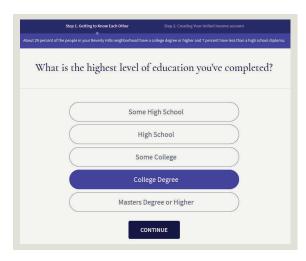
	SoFi Financial Adviso	r and get the
		Market Co.
answers you n	eed at no cost.	
_		
Chat ((855) 525-7634	Schedule

RESPONSIVE BUTTONS



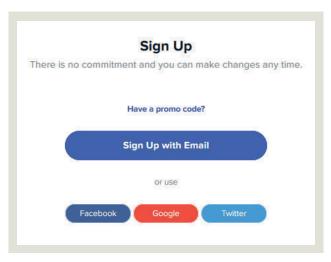


united income



SOCIAL LOGIN

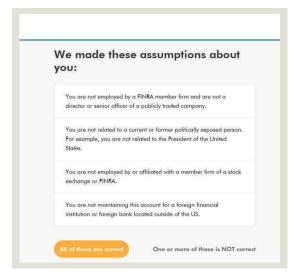




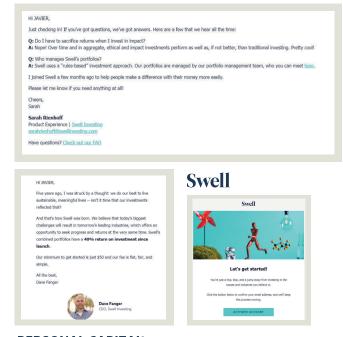


DEFAULT ASSUMPTIONS

Wealthsimple



PERSONALISED INTERACTIONS WITH ADVISORS



CONTEXTUAL HELP





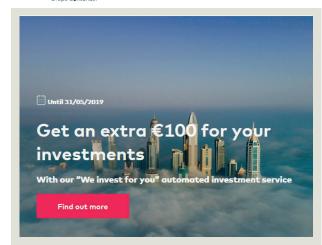
PERSONAL CAPITAL°





CUSTOMER REFERRALS







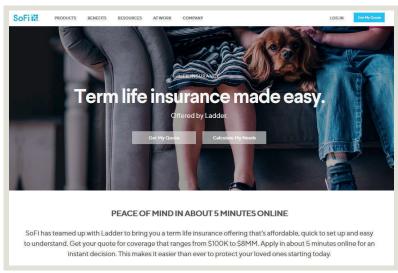






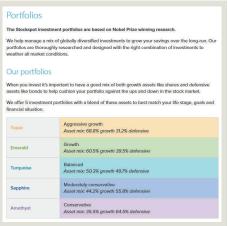
COMPLEMENTARY PRODUCTS





COMMON TERMS AND VISUALISATIONS FOR INVESTMENT STRATEGIES





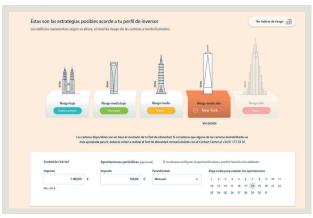














HUMAN ADVISORS ON HAND







starting a family

"We're considering
starting a family —
what should we be
thinking about
financially?"

EXCLUSIVE TO ELLEVEST PREMIUM

One-on-One Guidance with Our CERTIFIED FINANCIAL PLANNERSTM:

Get personalized guidance when you want to:

- · Plan a home purchase, remodel, and more
- Grow your family with or without a parental leave policy
- Leverage employee benefits, bonuses, & stock options
- · Consider retirement options and timeline
- Navigate your finances through life and career transitions

TRY ELLEVEST PREMIUM

FOR ALL OUR CLIENTS

Unlimited Access to the Ellevest Concierge Team

Help getting organized when it comes to:

- · Consolidating your IRAs and old 401(k)s
- · Customizing your Ellevest goals and accounts
- · Receiving guidance from financial professionals
- · Asking questions via text, phone, and email

TRY ELLEVEST DIGITAL

TRANSFERRING ACCOUNTS

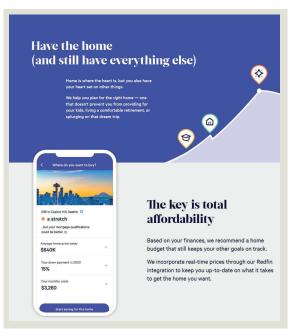
"I have an account at another firm - how can I transfer it to Ellevest?"

. .



VIDEO EXPLAINERS





charles SCHWAB





Wealthsimple







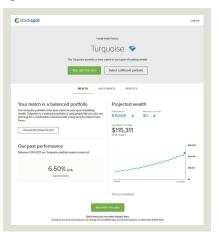
INVESTMENT SCENARIO COMPARISON

finizens

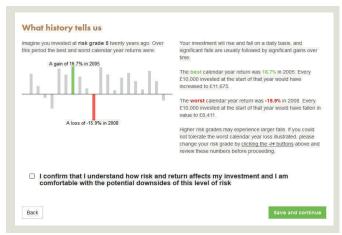




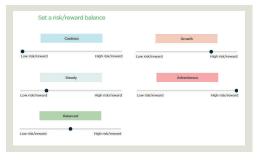








nutmeg







VISIBLE CREDIBILITY

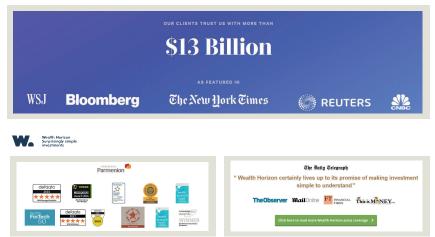




finizens



wealthfront



Two ways to align best practice with brand values



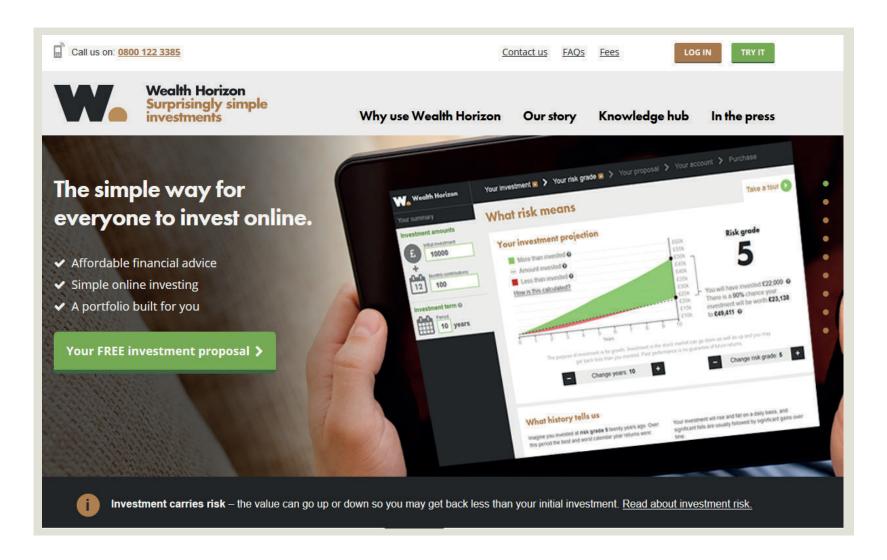


In this section you'll find a summary of the organisations we reviewed as part of our analysis.

For each organisation we have listed the key take-aways and stand-out features that support the 6 best practices identified in the first section of this document.

If you want more information about the example organisation then we've included a QR code that you can scan to link to our online version of this document that contains additional screens captured from the website of the organisation and our commentary.



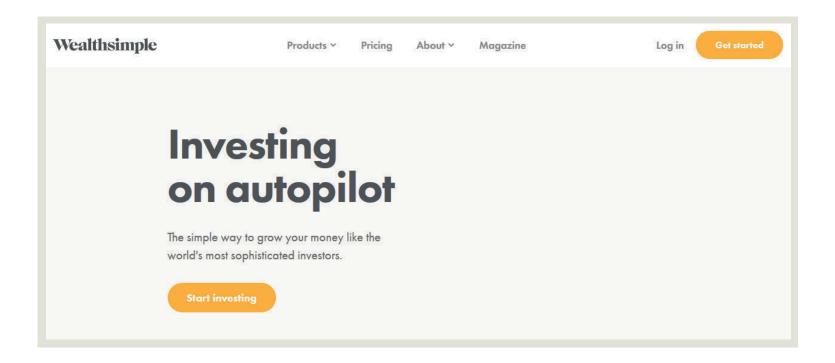




- · Clear branding and tag-line 'simple'
- · Home page has nine clear messages:
- · Above the fold are 3 core values
- · Press release (Social Proof)
- · 'You are not alone'
- · Online Investment made easy
- · Team
- · Intelligent Investing Theory
- · Winning Prizes
- · Everything you need to know
- \cdot CTA is a free investment proposal

- · 4 steps to investing in 10 minutes
- Simple questions for setting up an account, determining suitability, risk and investing objectives
- Highly visual, with breadcrumb navigation and contextual help throughout
- Simple explanations for complex concepts





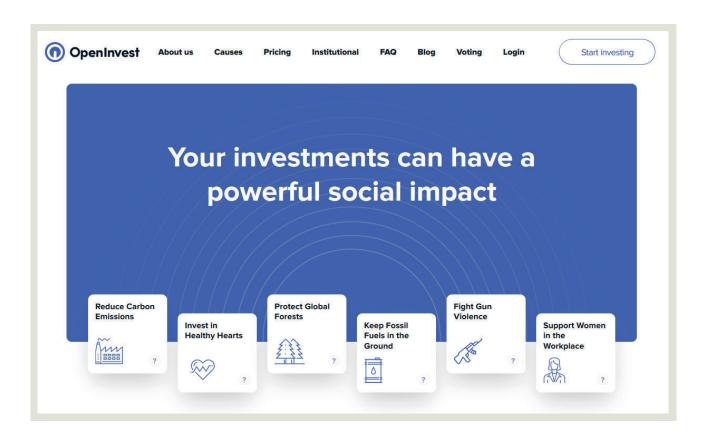


- · Simple concept with 5 clear messages:
- · Powerful technology & human advice
- · Invest in Future You
- · Put your money on autopilot
- \cdot We keep your money safe
- · Benefits and pricing
- Stylish videos around investing needs using just images and music
- · Account opening includes a suitability call
- · Suggested answers speed up responses

- Manage expectations of time to complete
- 'Why we ask' to explain reason for question
- Clear step-by-step navigation Investment portfolio tailored to the applicant based on their answers
- Smart savings account can be personalised
- Automatic link to banking account



Openinvest





Openinvest

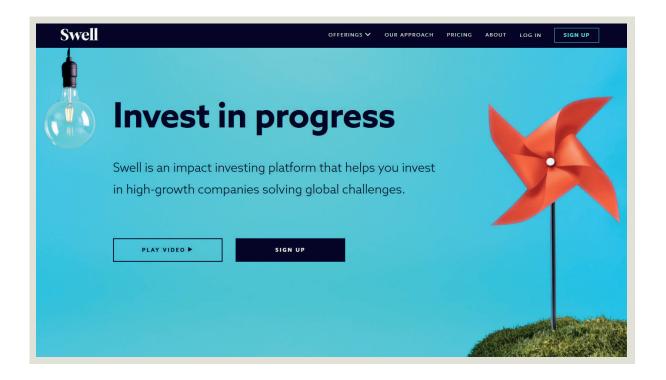
- · Value proposition is all about social impact
- How it works described in 3 simple steps
- Pricing including a comparison against similar organisations
- Links to relevant information sources to explain socially responsible investment
- Very short enrolment process starts by asking for your values
- Each values-category has a detailed description and methodology for the type of investments (e.g. are you against Donald Trump?)

- Clear navigation shows a 'breadcrumb' trail of previous answers and a progress bar manages expectations
- Provides value after just 4 questions with an interactive tool that shows impact of risk on investment performance
- Generates a free, personalised portfolio recommendation that can be saved if signing up



Find out more online

Swell





Swell

- Offers 7 portfolio options all focused on helping to solve global challenges
- Clear explanation of investment strategy based on the United Nations Sustainable Development Goals
- Simplified selection through thematic portfolios, e.g. renewable energy
- Each option can be explored in detail before enrolling
- Competitive differentiators shown with historic performance

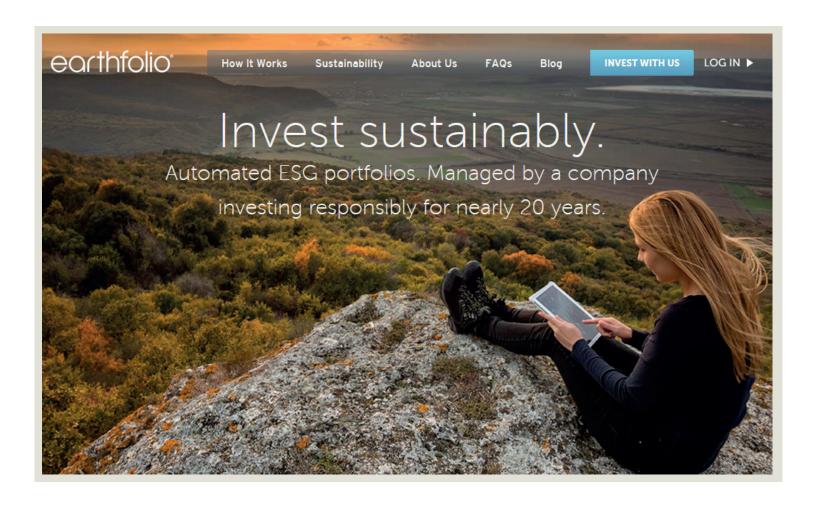
- Pricing is clear and simple, e.g. explained in terms of cups of coffee
- Start by signing up by email, which contains link to activate the account. Email is followed up if process abandoned.
- 4 simple steps to get the investment set up Starts with selecting the portfolio mix, either one of 3 default options, or create your own

.



Find out more online

Earthfolio





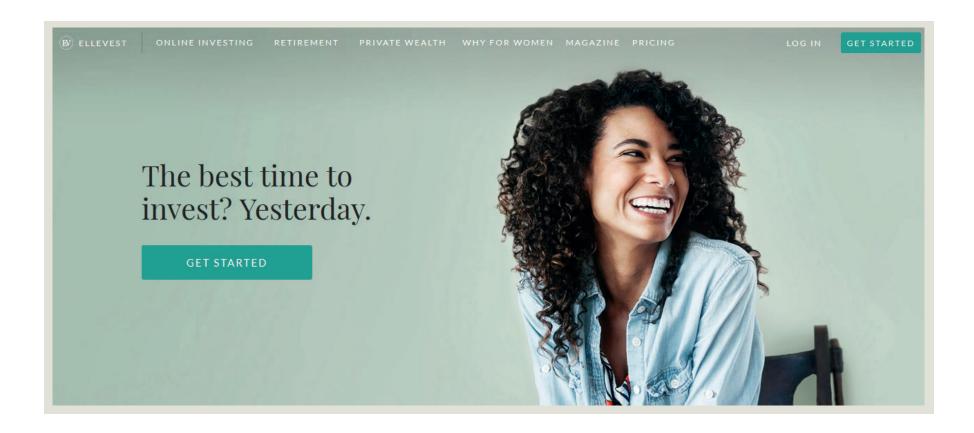
Earthfolio

- Primary value proposition is around investing sustainable
- Four key messages: Smart, sustainable, low cost and quick
- Includes 'customer stories' pictures, names, job titles and the investment strategy of real customers - to create a community of like-minded people

- Enrolment process explained visually and informatively
- Enrolment starts with a pop up window 'Hi there! You're just 3 steps away from your sustainable investing plan. Sign-up for FREE, then..."



Ellevest





Ellevest

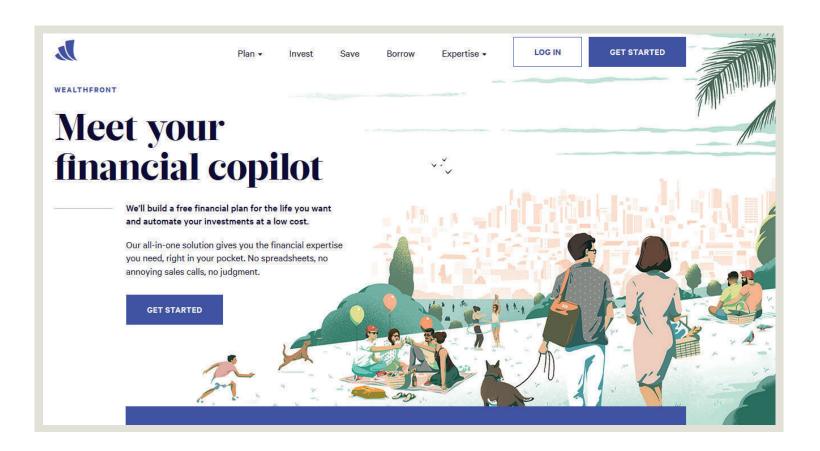
- · Focuses on investing for women by women
- Breaking the investment stereotypes
- Premium services offered for financial planning, coaching, careers and private wealth
- Start investing in 5 steps and less than 10 minutes
- A 'free plan' option helps you get familiar with the concepts before committing money
- Introduces the investment team, including the Chief Investment Officer
- · Unlimited access to a concierge team

- · Online magazines for money, career and life
- 21 different Impact Portfolios
- Clear focus around 4 main objectives
- · Invest and change the world
- · Stronger economies
- · Thriving communities
- · Sustainable, accountable companies
- Recommendation visually shows impact of performance, risk, taxes and fees



Find out more online

Wealthfront





Wealthfront

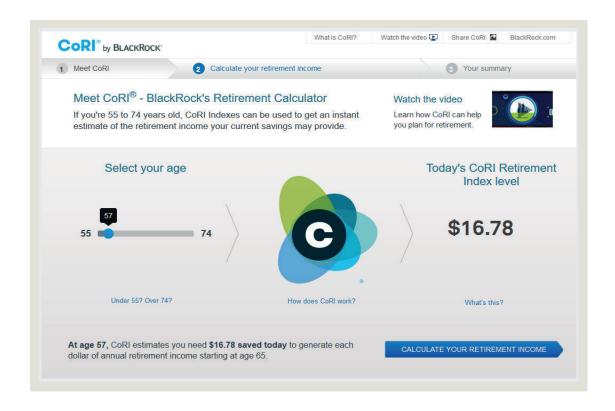
- · Value proposition is the financial co-pilot
- · Automate investments and passive investing
- Financial planning made easy:
 No spreadsheets, No sales calls, No judgment
- · Clients and testimonials help credibility
- · Fees calculator to show exact charges
- 4 goal based investments: home ownership, retirement, travel, college
- Wording makes it easy to feel a connection Starts with retirement to benchmark financial health

- · Focuses on saving rather than investing
- Only need to be an expert in the 'need', not the financial products
- Rich content of articles and simple examples to support investment being a science, not an art
- Explanation of the proprietary technology used, including how much effort required to replicate manually



Find out more online

Blackrock





Blackrock

- · Value proposition is a retirement calculator
- Just select age and it shows how much needed to save today for each dollar in retirement
- Simplifying the calculation implies that underneath there is a very powerful engine
- Explained in a very simple way....giving trust in the results

- Subsequent steps add in current retirement savings to have a more tailored result
- Result is an estimated annual retirement income, which prompts the question 'can I live with this money?'



Income





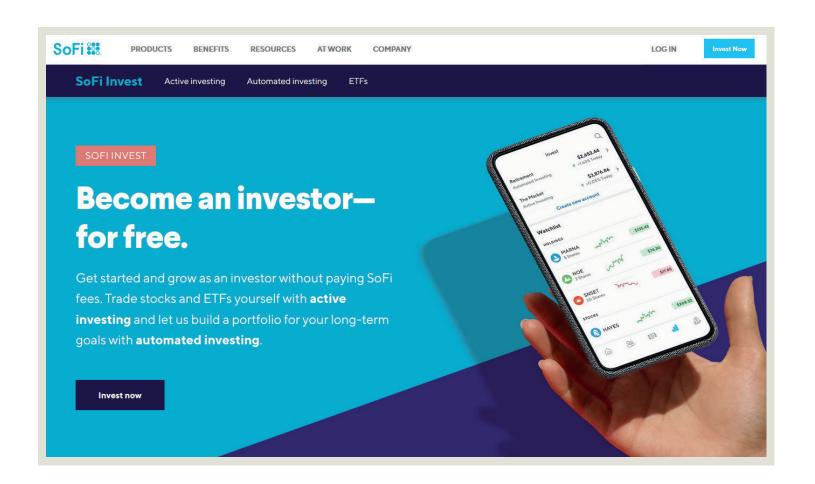
Income

- Efficient Investment Concept and Financial Planning Technology
- Augmented by Financial Advisors and a Private Concierge
- Experts Serving their members: when to retire, in-home care or...lawn-care
- 14 services around the needs of long term investors

- 3 Pricing Plans: Free, Self Service, Full Service, with fees a percentage of account balance
- It's less about money and more about fulfilling future dreams
- Investment tool keeps track of goals with specific monthly tasks and objectives



Sofi





Sofi

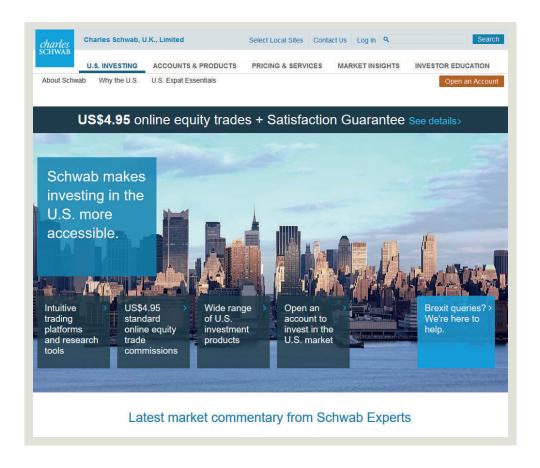
- Get started with as little as \$1 either as a lump sum or regular payment
- No management fees for SoFi customers until the end of the year
- · Advice is included for Sofi customers
- · Focus on investing for yourself
- Support from experts when needed
- Goal based investments
- Usual range of goals but with a few distinct to SoFi: Managing Debt, Financial Check-up

- Back-tested returns demonstrate performance
- Forecasted returns indicate potential benefits of recommended investment strategy
- SoFi started by refinancing students loans
- Focus is on benefits of being a member: discounts on loans, career services, experiences, referral program
- Networking Experiences not Bank Branches Coaching and learning opportunities
 Tips and news for financial moves



Find out more online

Charles Schwab





Charles Schwab

- · UK investing in the USA
- Focus on education with free, live webinars and in-person events
- Demonstration videos explain the technologies and processes involved

- · Clear rates, fees and charges
- · Intelligent portfolios provide robo-advice
- Infographic explains the concept and helps determine if it's right for the individual



Moneyfarm





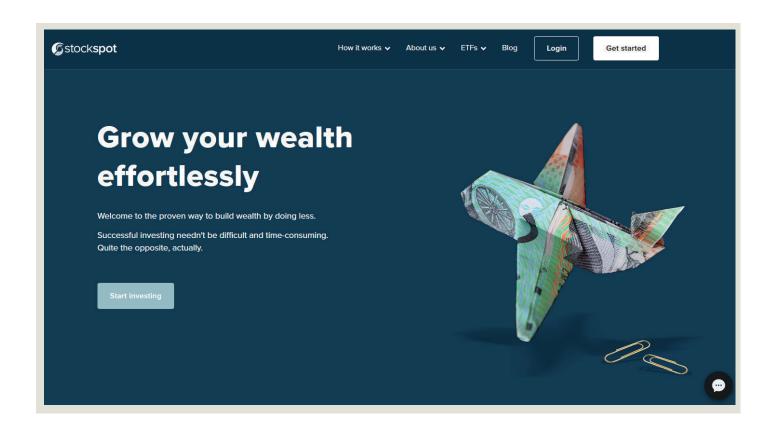
Moneyfarm

- Investing for life
- Typical value proposition but the focus is on access to Investment Consultants
- Clear set of fees that are tiered according to amount invested
- Simple tool shows how the value of the investment affects the fees charged
- · Six different options for asset allocation

- Distribution of the portfolio across cash, bonds, equities and geographies varies depending on the amount of investment
- Clear charts demonstrate past performance for each of the different options
- Simple to start investing, which is further explained in a video



Stockspot





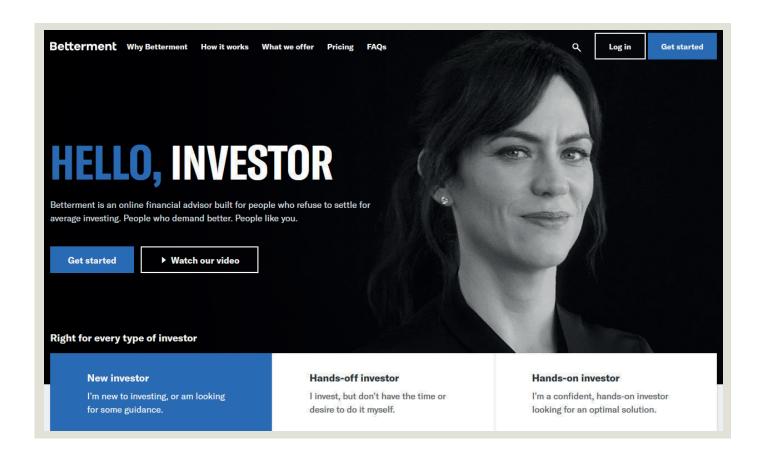
Stockspot

- · Investing made easy
- Use 3 steps to convey the value proposition
 - Answer a couple of simple questions
 - Get a tailor-made investment recommendation
 - Make your first investment
- · Live Chat feature on every page
- Stylised video explainer reinforces the ease of investing
- Interactive fee calculator 'drag me' changes the featured tier (bronze, gold etc) and reinforces the benefits
- FAQ in context of fees and charges
 Portfolios are given names and colours representing the risk and asset-mix of the investment.

- Colours also help show the difference in performance of each portfolio over different periods of time
- · Enrolment is one of the shortest questionnaires
- The final questions are about appetite for risk which then calculates the recommendation with an interactive tool for selecting different scenarios for risk and opportunity
- Different scenarios are named after precious stones to make it easier to remember, with explanations of why the portfolio would fit the requirements



Betterment





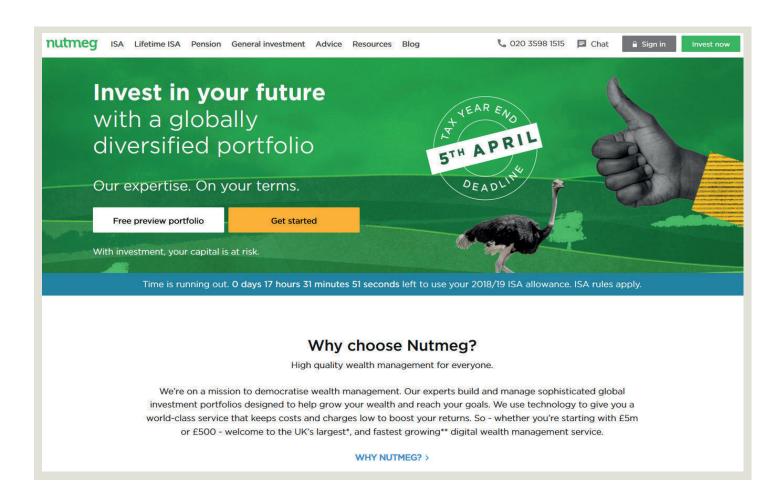
Betterment

- · Three key entry points for investors:
 - New to investing focus is about personalised guidance and how investment can help you achieve your goals (moments)
 - Hands-off investing focus is about optimal risk-balancing, tax minimisation, dividend re-investment and auto-deposits
 - Hands-on investing focus is about the tools and advice that support investing
- Tax-Smart Investing helps differentiate from the competition
- Two pricing tiers standard 'digital' and premium, with access to human-experts and external accounts

- Credibility from knowing that it's built on Nobel prize-wining research
- Simple explanation of the steps to start investing
- Initial recommendation based on just age, employment and income
- Investment goals are Safety Net, Retirement and General
- Account set up commences by capturing an email address
- 5 step action plan is a simple way to ensure investment is suitable for the individual's circumstances



Nutmeg





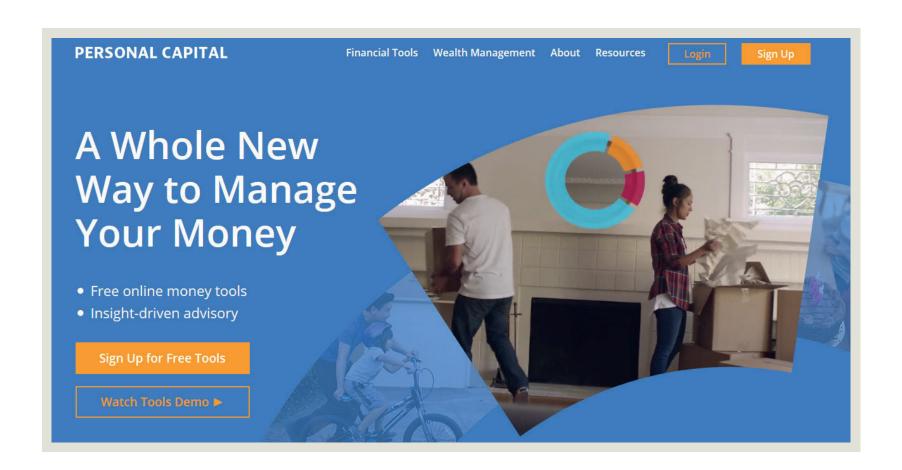
Nutmeg

- Value proposition is about diversification and performance
- A digital wealth manager with 6 years performance track record
- 10 minute onboarding
- Fixed, Fully Managed or Socially Responsible Investments
- Concepts explained along with financial cost implications for different levels of investment
- Name your own investment 'pots'
- · Interactive sliders and option selectors

- Step-by-step approach to setting up a general investment recommendation, including asset mix and historic and projected performance
- Interactive tool quickly assesses whether saving enough
- Clear and very dynamic information suggests a specialist, expert advisor around this area
- Enrolment begins by showing a forecast of performance based on a few input assumptions: Timeframe, contributions, investment style and risk
- · Easy sign-up afterwards
- A blog with extra information, not direct, financial advice, but it suggests a wider support community



Capital





Capital

- Value proposition focuses on the free online tools they provide for analysing your finances to support your lifestyle
- Additional services & tools available based on level of investment
- Goal-oriented: Managing life, not just investments
- Reinforcing the value proposition through award-wining tools for investment account aggregation
- Bold statement about having the most advanced technology in personal finance

- Reinforcing the 'managing life' message with how they are transforming financial lives
- Talk with an advisor, which is not an extra service, its part of the onboarding process
- Specific information about security to show they take it seriously to re-assure customers
- Investing strategy is explained, which helps customers feel they really can manage your money
- Charges shown as an all-inclusive management fee
- Resource section includes news, video and articles relating to financial life



Finizens





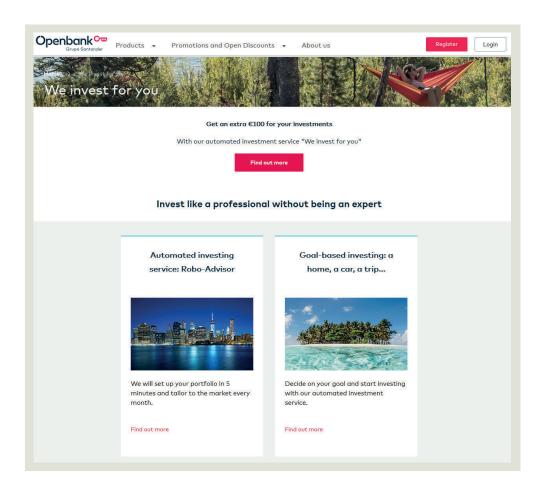
Finizens

- Focus on performance, awards and investment partners
- Contact details, including Live Chat, available on each page
- Simple calculator shows how the size of investment and duration affects potential performance
- Investment objectives include transferring in, investing an inheritance, pension plan or investing on behalf of a child

- Information provided about the recommended investment portfolio includes historic performance and investment mix by type, geography and detailed fund breakdown
- The selected portfolio is presented with 3 scenarios, pessimistic, expected and optimistic
- Each can be explored to show an explanation of the investment and the associated costs
- Commission information is clear and interactive, plus shows benchmark performance and fees against the market average



Openbank





Openbank

- · Investing like a professional
- Use the names of cities and the size of their iconic buildings to describe the portfolio risk, from low to high
- Detailed, sophisticated information about the recommended portfolio
- · Free for Openbank customers

- Visual and interactive simulators and calculators
- Different goals for investment: Car; home; travel; studies; other
- · Each goal creates a personalised journey







