

Why there might be an issue with regular payments

We've listed common reasons why a client's regular withdrawal or income payment might not go out on time.

We've also created a [2026 calendar](#). This shows when public holidays are happening around the world. It indicates other reasons why delays in trading and settlement may occur.

Transactions scenario	Summary	Recommended help/Considerations
Trade rounding	<p>Assets with large prices that trade to minimal decimals can cause issues when disinvesting lesser amounts.</p> <p>Some fund managers will confirm less cash back due to internal rounding and fees, leaving a shortfall for payments. In some instances, there may be trades placed which are for less than the minimum value of the lowest holding of the asset, which can result in no units being allocated as the transaction value falls below this level.</p>	<p>Please check fund factsheets and consider the fees/charges against the amounts being invested into the asset.</p> <p>If the rounding issues occur as part of an auto disinvestment to fund withdrawal or income payments, you can exclude the asset from the auto disinvestment instruction.</p> <p>This can be done via the Account summary page: Account detail > Natural income & withdrawals > Click edit icon > Update preference from dropdown menu > click on boxes next to assets to exclude. Save.</p>
Trade settlement	<p>Assets that are priced monthly/weekly can hold up payments.</p> <p>International and national bank holidays can also cause longer settlement times.</p>	<p>Not all assets are traded daily. Whilst we'll do our best to highlight any non-standard trading information with a red flag against the asset, please also refer to the relevant prospectus/factsheet, which has details of cut-offs and dealing days. Further information can also be found on the fund report from the platform reports tab.</p> <p>Unfortunately, it won't always be possible to give advance notice of all asset dealing holidays due to this data not being available in advance to us.</p>
Trade minimums	<p>Disinvestment for small amounts across a number of assets will cause trade minimum issues.</p>	<p>The £1 minimum is in place for most assets but is higher for some as the smallest decimal that can be bought can often be for more than this.</p> <p>If an account only has ETFs/equities, these are excluded from the auto disinvestment process therefore it won't automatically raise cash from these assets.</p> <p>In this circumstance, auto disinvestment will be raised from all other assets proportionally (unless there is a custom auto disinvestment profile in place).</p> <p>The fund report can be downloaded from the reports tab on the platform, this displays the minimum trading value for each asset.</p>

Transactions scenario	Summary	Recommended help/Considerations
Depleted account	When an account has a withdrawal amount higher than the overall account balance.	Regular payment will need to be suspended, and the pending payment reversed off the account. The monies can then be paid out as a payment via the maintenance tab, using the close account option or manually by Nucleus. (Please note there may be a form required for Nucleus to process manually).
Auto disinvestment unsuccessful	Auto disinvestment can't pick up due to either of the below: Set to None – no auto disinvestment has been set up, the platform can't place sells for the money out. Set to Custom – specific assets selected to be sold from and the customer is no longer invested in those assets.	The auto disinvestment can be changed to Pro-rata, or for a Custom disinvestment the assets to be sold can be updated. This can be done via the Account summary page: Account detail > Natural income & withdrawals > Click edit icon > Update preference from dropdown menu > click on boxes next to assets to add % in the Drawdown % column for a Custom instruction > Save.



Selling more than 80% of an asset

Where a disinvestment has been generated for a regular withdrawal/income payment, if the 80% tolerance level is breached, instead of this failing to generate a disinvestment transaction, it will convert it from a percentage sell to a unit-based sell down.

In this instance it could sell upto 100% of the asset on a unit-based instruction to overcome the tolerance block.

Please note there may be instances where the units could sell 100% but still not have enough to pay the income if the value is depleted.

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