

For advisers

Our new
platform

nucleus^o
platform

Transfer tracker
and client
information

🕒 2 minute read



Transfer tracker and client information

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How to use this document



Important information will look like this.

Key messages

Key messages will look like this.



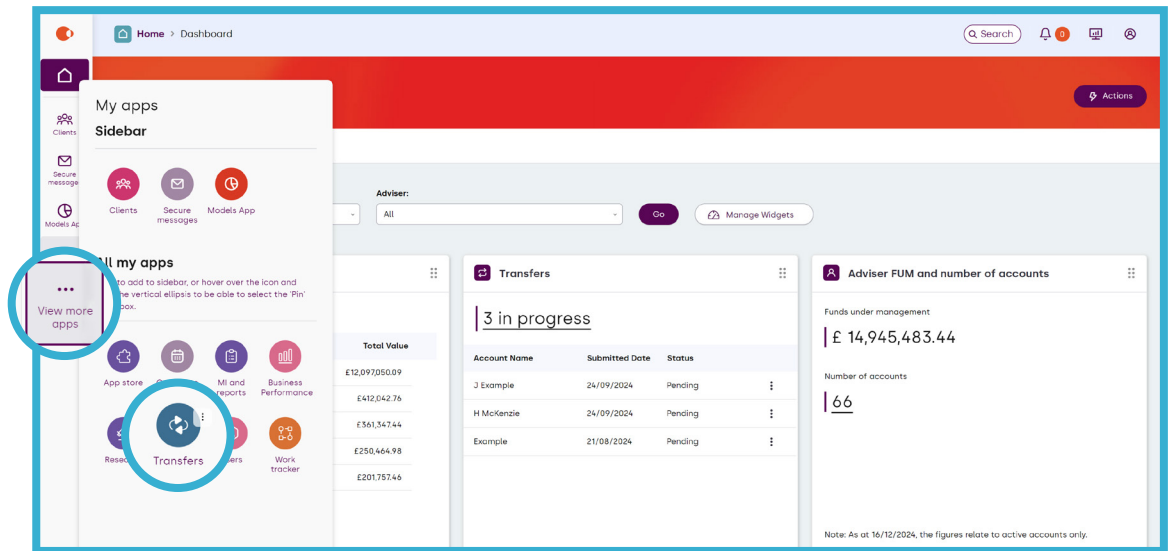
Useful info will look like this.



We recommend using the zoom function to view the details on the platform screens in this guide.

Transfer tracker

From the home page, select the 'Transfers' app on the left-hand side.



Transfers app

Enter your required search criteria, to find the transfers you wish to track. Transfers matching your criteria will appear at the bottom of the page.

Select the **'Detail'** link for the appropriate transfer.

Transfers

Search transactions

Transfer direction: All | Status: Open | From date: 7-Apr-2025 | To date: 04-Jul-2025 | Investment code: | Account name: | Account number: | Account type: All | Quantity: | Min quantity: | Max quantity: | Request ID: | Transferring provider to / from: | Search: Start typing the name of provider

A "Transfer tracker report" can be generated from the 'MI and reports' section under 'Adviser reports' if you need the latest details of all transfers.

Results

Request ID	Account name	Account type	Account number	Requested date	Direction	Transfer type	Transferring provider to / from	Transferring account number	Status	Detail	View
1874	James SIPP	Nucleus SIPP	N31002564-001	30-Apr-2025	IN	Cash	James Hay Pension Trustees L...	123456	Submitted	Detail	-
1884	Curtis Flexi SIPP	Nucleus Flexi SIPP	N31002585-001	05-Jun-2025	IN	Cash	James Hay Pension Trustees L...	1234567	Submitted	Detail	-
1890	D James	Nucleus GIA	N31002092-001	05-Jun-2025	OUT	Cash	7IM Investment Funds		AwaitingTransferDocuments	Detail	-
1891	D James	Nucleus GIA	N31002092-001	05-Jun-2025	OUT	Cash	7IM Investment Funds		AwaitingTransferDocument	Detail	-
1892	D James	Nucleus GIA	N31002092-001	05-Jun-2025	OUT	Cash	Aberdeen Asset Management LI...		Submitted	Detail	-

This will open a new window which displays the transfer information.

Transfer details

Request ID	Status	Customer name	Account name	Account type	Account number (Sub-Account number)	Instruction created date	Total estimated transfer value	Direction	Transfer type	Transferring provider to/from	Transferring account number	Electronic transfer	Transferring scheme	Progress notes	Last updated	Date completed	Final transfer value	Adviser
1874	Pending	James Hay	James SIPP	Nucleus SIPP	N31002564-001	30/04/2025 10:51:20	50,000,000.00	IN	Cash	James Hay Pension Trustees Limited	123456	No	SIPP		30-Apr-2025	04-Jul-2025	50,000,000.00	ASK Training



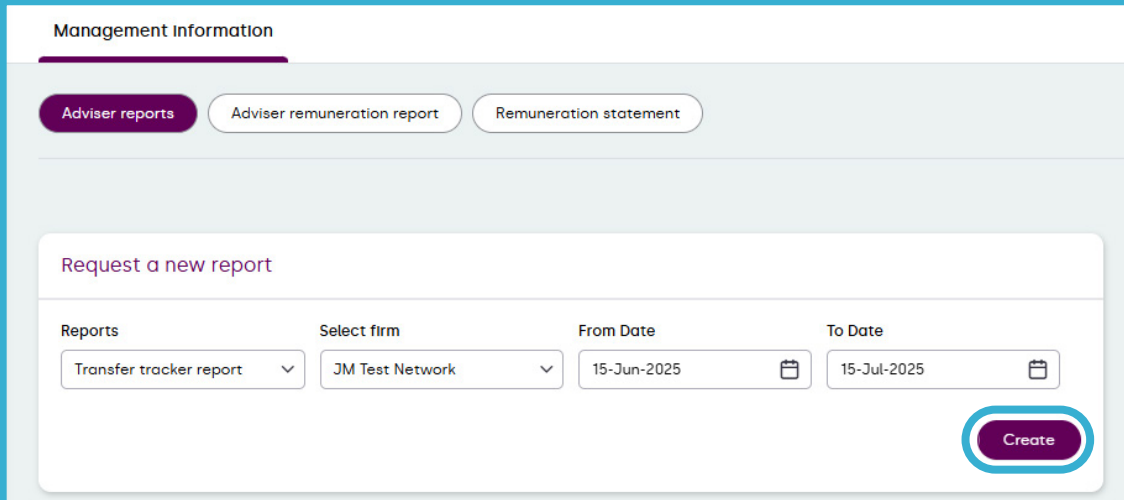
A **transfer tracker report**, with details of all transfers, can be generated from the **MI and reports** section, under **adviser reports**.

Transfer tracker report

To use the transfer tracker report, you first need to select the **'MI and reports'** icon on the left-hand side of the screen

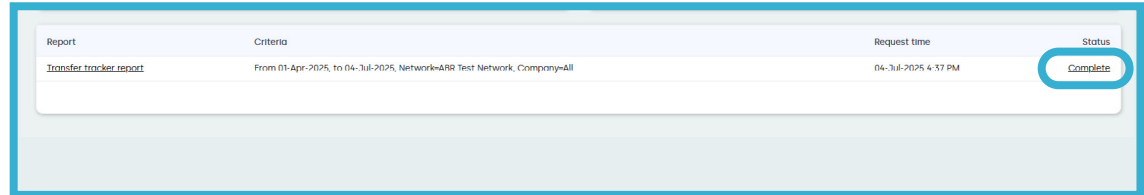
Within the **'Adviser reports'** section, under **'Request a new report'**, use the **'Reports'** drop-down to select **'Transfer tracker report'**.

Select the date range required, then select **'Create'**



The screenshot displays the 'Management Information' section of a software interface. At the top, there are three tabs: 'Adviser reports' (which is selected and highlighted in purple), 'Adviser remuneration report', and 'Remuneration statement'. Below the tabs is a section titled 'Request a new report'. This section contains four input fields: 'Reports' with a dropdown menu showing 'Transfer tracker report', 'Select firm' with a dropdown menu showing 'JM Test Network', 'From Date' with a date field showing '15-Jun-2025' and a calendar icon, and 'To Date' with a date field showing '15-Jul-2025' and a calendar icon. A purple 'Create' button is located at the bottom right of the form.

The platform will then produce the requested report, and it will be available to download by selecting **'Complete'**.



After opening the spreadsheet, you'll see the data in full and this can be sorted or filtered as required.

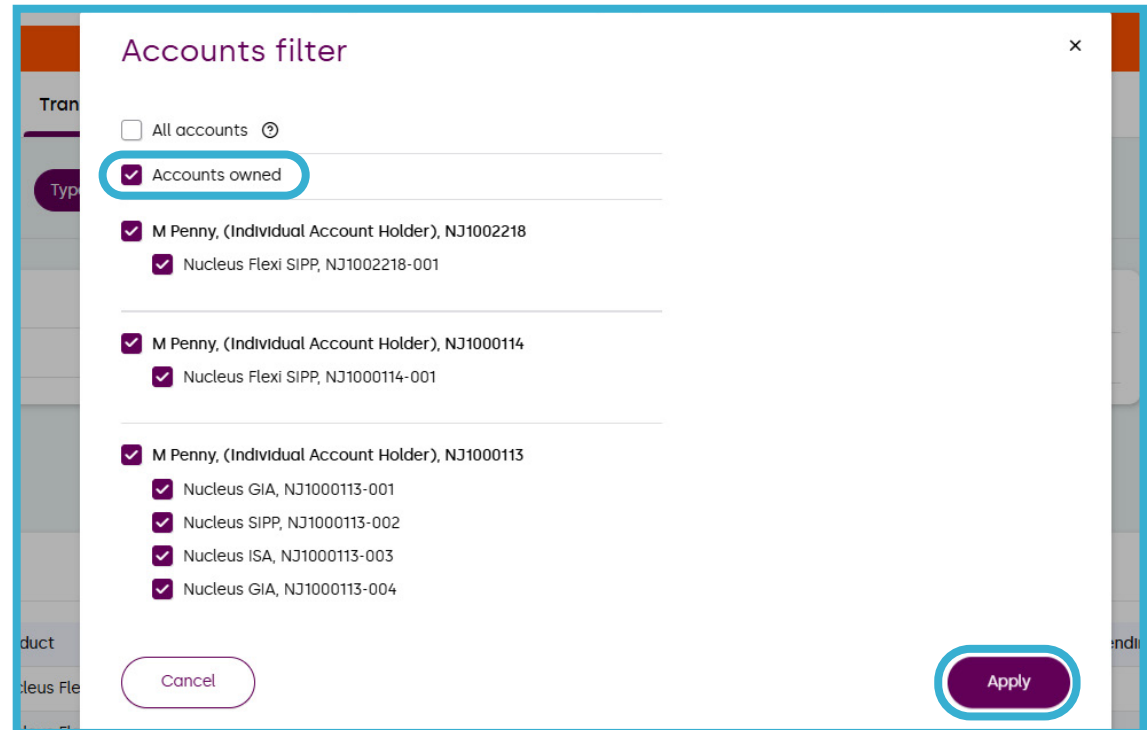
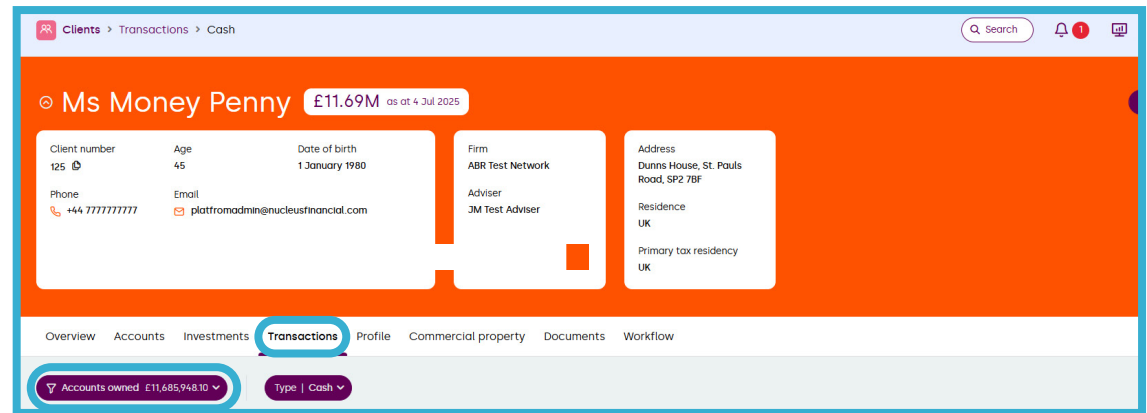
	A	B	C	D	E	F	G	H	
From		01-Apr-2025 00:00:00							
To		04-Jul-2025 00:00:00							
Request ID	Status	Customer name	Account name	Account type	Account number	Instruction Created date	Total Estimated Transfer Value	Di	
1874	Pending	James Hay	James SIPP	Nucleus SIPP	NJ1002564-001	30/04/2025 10:51:21	£50,000.00	IN	
1884	Pending	Curtis Banks	Curtis Flexi SIPP	Nucleus Flexi SIPP	NJ1002585-001	05/06/2025 10:08:21	£50,000.00	IN	
1890	AwaitingTransferDocuments	David James	D James	Nucleus GIA	NJ1002092-001	05/06/2025 10:49:42		OL	
1891	AwaitingTransferDocuments	David James	D James	Nucleus GIA	NJ1002092-001	05/06/2025 10:49:46		OL	
1892	Pending	David James	D James	Nucleus GIA	NJ1002092-001	05/06/2025 10:49:47	£1.00	OL	

Client specific information

To get client specific details, you first need to find your client. Please refer to the guides on our website to search for a client or create a new client.

From the client's home page, select the **'Transactions'** tab.

Select **'Accounts owned'** to choose the accounts that you require information. Then select **'Apply'**.



Select the **'Type'** drop-down and choose **'Transfers'**.

The screenshot shows a web interface for tracking transfers. At the top, there is a header with 'Accounts owned £11,953,786.54' and a 'Type | Transfers' dropdown menu. To the right, a 'Period: Custom 27 Nov 2023 > 18 Oct 2024' is displayed. Below this is a section titled 'Pending transfers' containing a table with the following data:

Date requested	Account	Subaccount	Subaccount number	Request ID	Ceding provider	Provider account number
18 Oct 2024	M Penny	SIPP	NJ1002218-001	1651	Nucleus Financial Group Limited	XXXXXX000001

Below the table is a pagination control showing '1' of 1 items.

Select the required date range using the **'Period'** button and then select **'Apply'**.

The screenshot shows a 'Dates' selection dialog. On the left, there is a list of date ranges: 'Past tax year', 'Current tax year', 'Since account opening', 'Past year', 'Past 5 years', 'Past 6 months', 'Past 3 months' (which is selected), and 'Custom'. The main area shows two calendar views. The 'From date' calendar is for April 2025, with the 4th highlighted. The 'To date' calendar is for July 2025, with the 4th highlighted. At the bottom, there are 'Cancel' and 'Apply' buttons.

The Platform will generate information on any ongoing, completed, or cancelled transfers within the time period specified.



Unlike the MI report previously shown, these are not produced in Excel. The information is displayed on the Platform.

Accounts owned: £11,953,786.54 | Type: Transfers | Period: Custom 27 Nov 2023 > 18 Oct 2024

Pending transfers

Date requested	Account	Subaccount	Subaccount number	Request ID	Ceding provider	Provider account number	Transfer type	Direction	Status	Actions
18 Oct 2024	M Penny	SIPP	N31002218-001	1651	Nucleus Financial Group Limited	XXXXXXXX000001	Cash	In	Pending	

Navigation: << < 1 > >> | Results per page: 10

Completed / cancelled transfers

Date requested	Account	Subaccount	Subaccount number	Request ID	Ceding provider	Provider account number	Transfer type	Direction	Status	Actions
27-November-2023	M Penny	ISA Stocks	N31000113-003	19	Aviva Investors UK Funds Limited	54345345	Re-registration	In	Completed	⋮
27-November-2023	M Penny	SIPP	N31000113-002	18	Aviva Life & Pensions UK Limited	10000000	Re-registration	In	Cancelled	
27-November-2023	M Penny	SIPP	N31000113-002	17	Aviva Life & Pensions UK Limited	10000000	Cash	In	Cancelled	
27-November-2023	M Penny	GIA	N31000113-001	16	Quilter Nominees Limited	342423423	Re-registration	In	Completed	⋮


Navigation: << < 1 > >> | Results per page: 10





Selecting the vertical ellipses (three dots) under the 'Actions' heading will display the history of the transfer.

Completed transfer history

Date	Status	Notes
27/11/2023	Pending	Thank you for your transfer application, which we are now processing. Please remember that if the transfer cannot be carried out electronically, we will need a signed transfer authority.
27/11/2023	ProcessCompletion	This transfer is now complete.
27/11/2023	Completed	This transfer is now complete.

 03455 212 414

 ask@nucleusfinancial.com

 nucleusfinancial.com

For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 03455 212 414, or via the Tynetalk service on 18001 03455 212 414.

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