For advisers

Our new platform

nucleus platform

How to process a GIA regular payment top up application

3 minute read

How to process a GIA regular payment top up application

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.

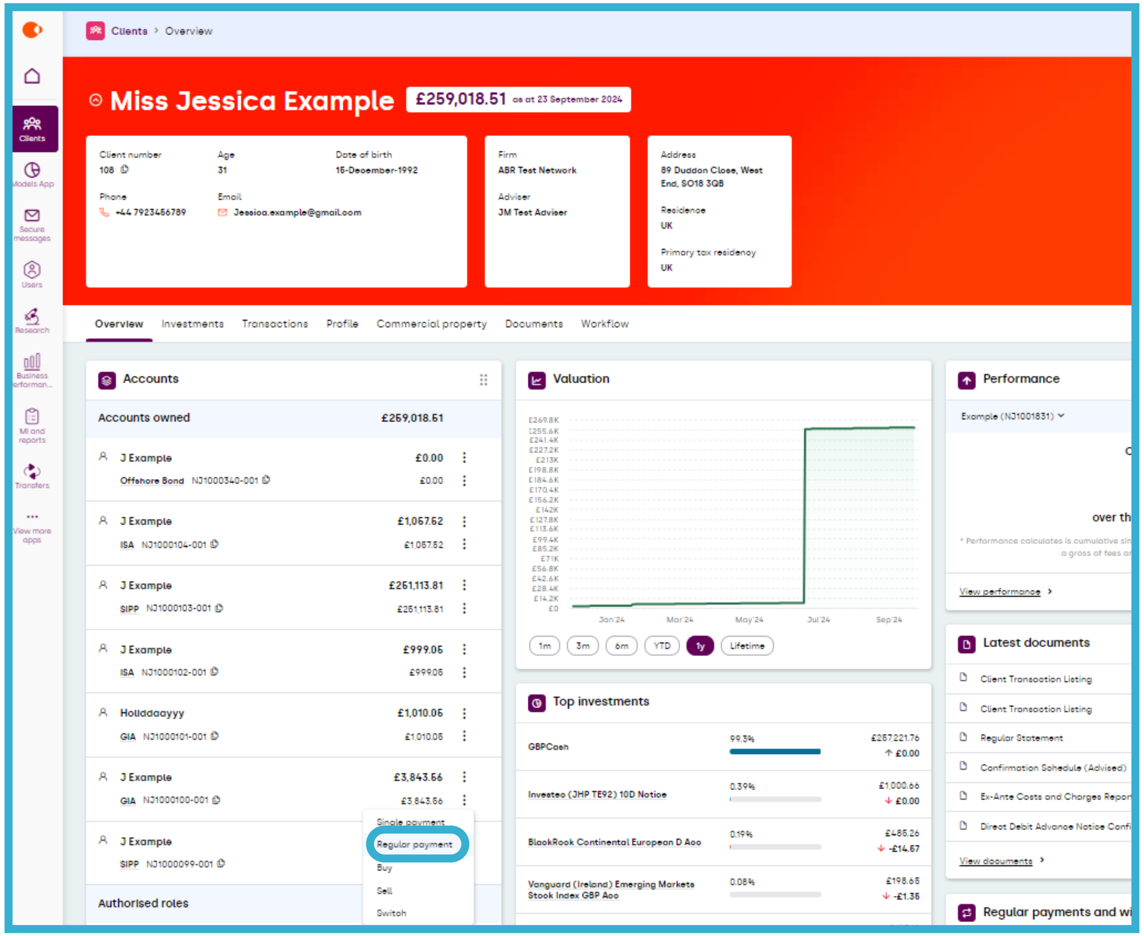
How to process a GIA regular payment top up application

To start the GIA regular top up application, 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.

Once you've located your client, you can refer to this guide to proceed with submitting the GIA regular top up.

From the client home page, locate the relevant account and select the vertical ellipses (three dots).

A list of actions will appear. To create the top up application, select '**Regular payment**'.



Key message

At any stage of the top up application, you can save and exit the application.

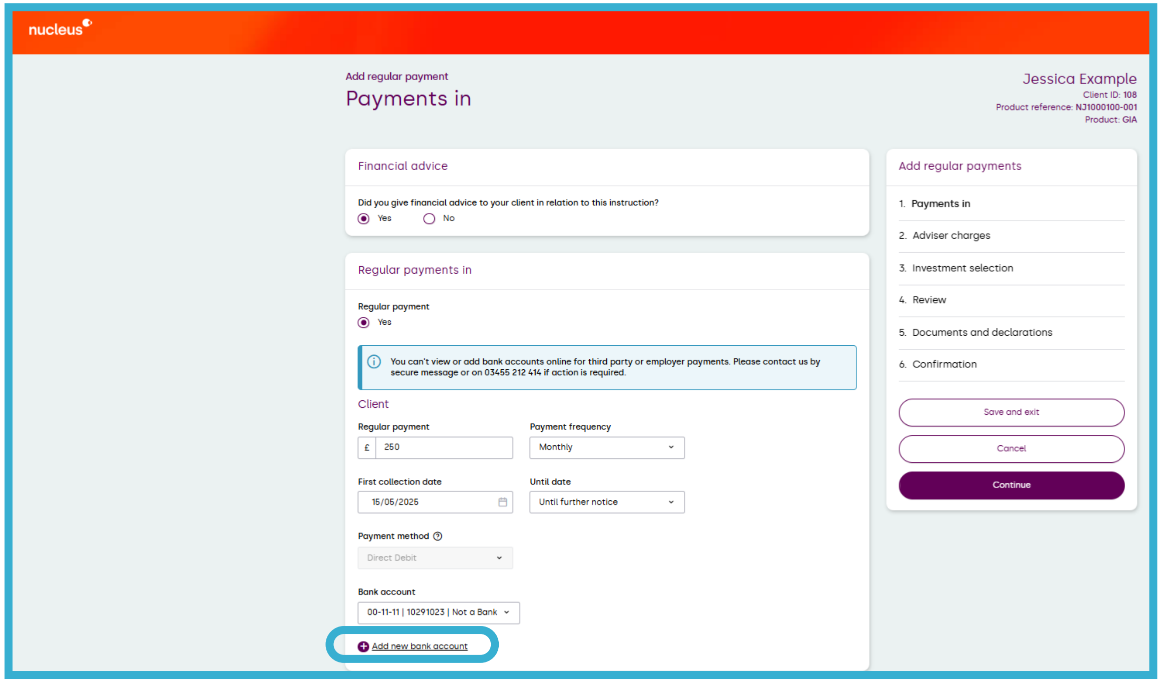
To resume the application, go to the workflow tab within the client's account.

Payment in

Confirm if advice has been provided to the client.

Enter the regular payment amount, payment frequency, first collection date and then the duration.

> The collection date can be any date from 1 - 28 of the month. Please note, there's a minimum of 10 working days required to set up the Direct Debit instruction.



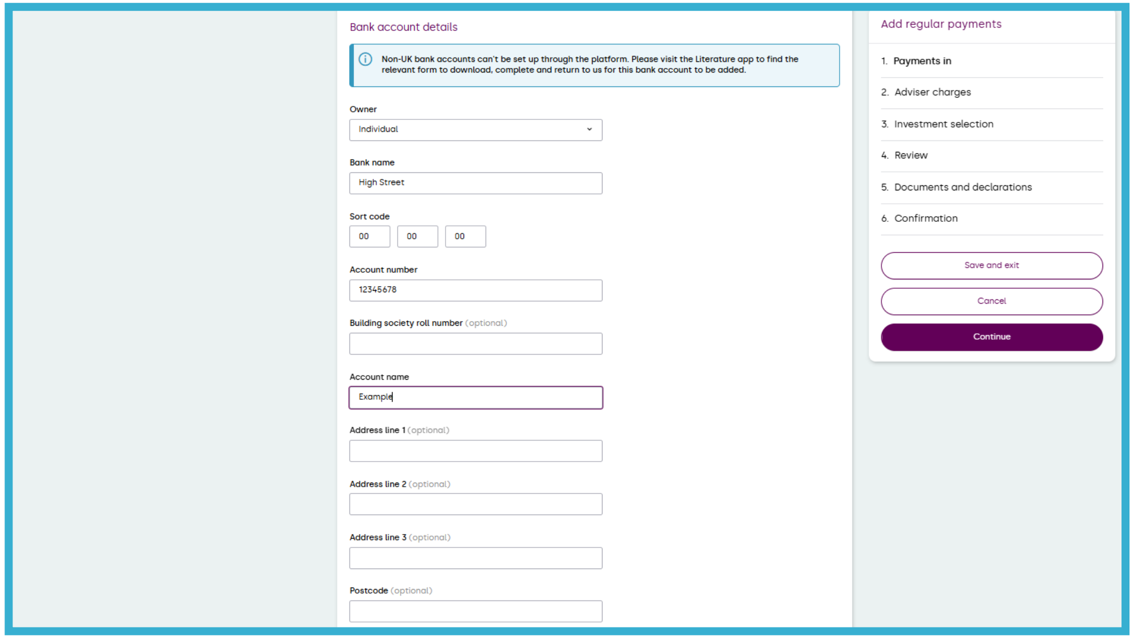
The payment method will be pre-selected to Direct Debit.

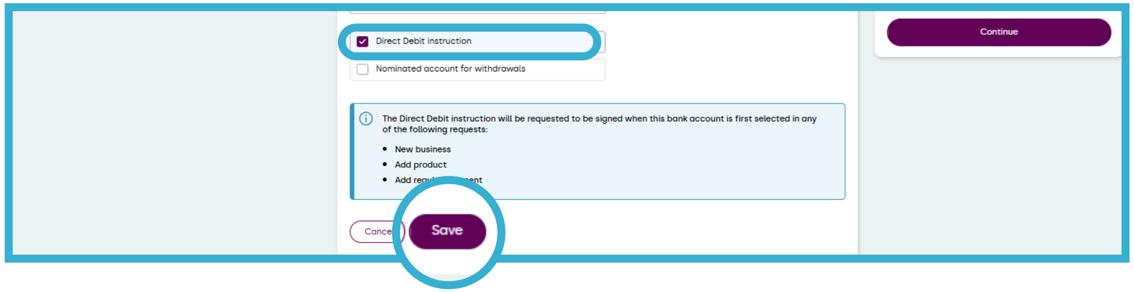
Select the bank account from the drop-down list.

If you need to add a new bank account, select '**Add new bank account**'.

Complete your client's bank details.

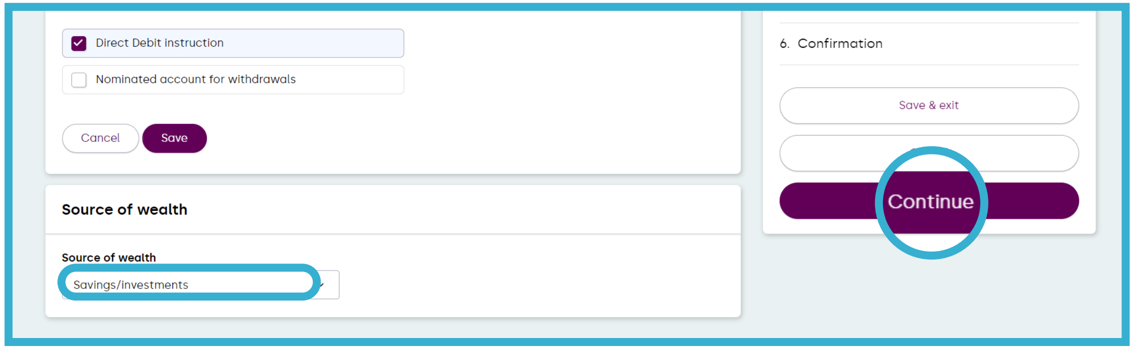
Select '**Direct Debit instruction**', and then '**Save**', to submit the bank details.





Select source of wealth from drop-down list.

Once you're happy with your payment preferences, select '**Continue**' to move on to the adviser charges page.



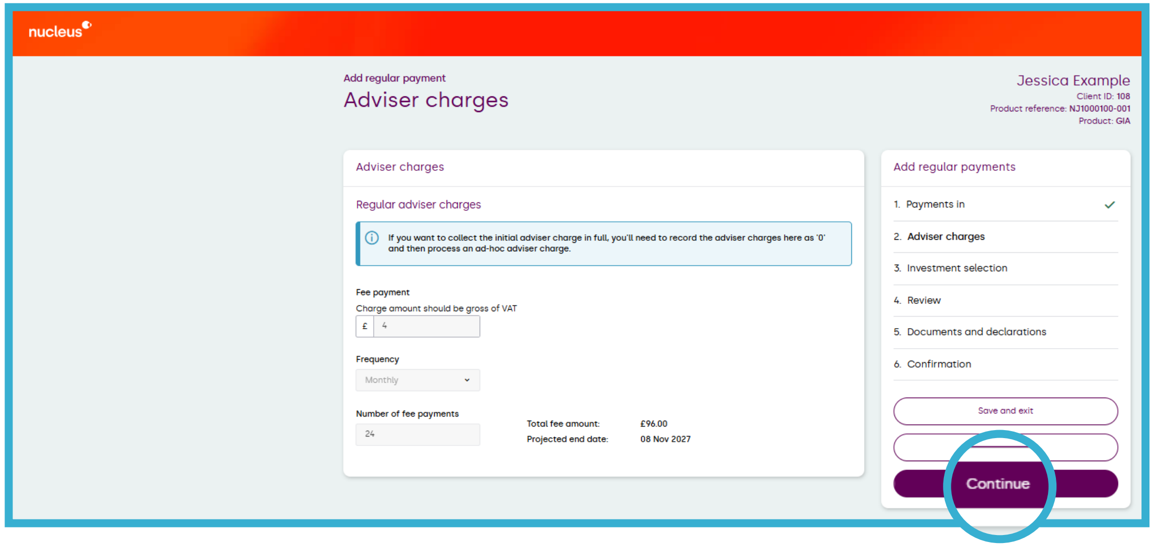
Adviser charges

If you're applying for a regular adviser charge, please enter the amount.

Select the required frequency and number of payments.

If there are no adviser charges to be deducted, enter zero into the fields.

For more information about adviser charges, visit our website.



Once you're happy with your adviser charge preferences, select '**Continue**' to move on to the investment selection page.

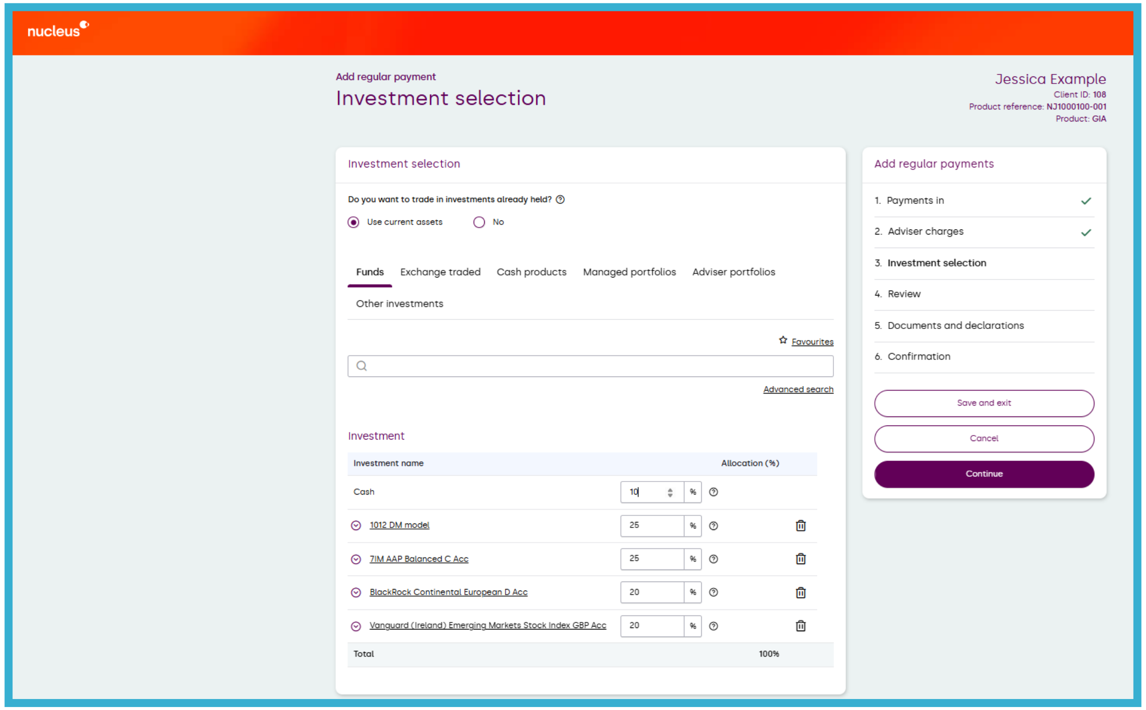
Investment selection

Confirm if the top up application will be invested into current or new assets.

Current assets

The current investment selection will appear at the bottom of the page.

Enter the percentage to be allocated to each investment. Ensure the totals entered equal 100%.



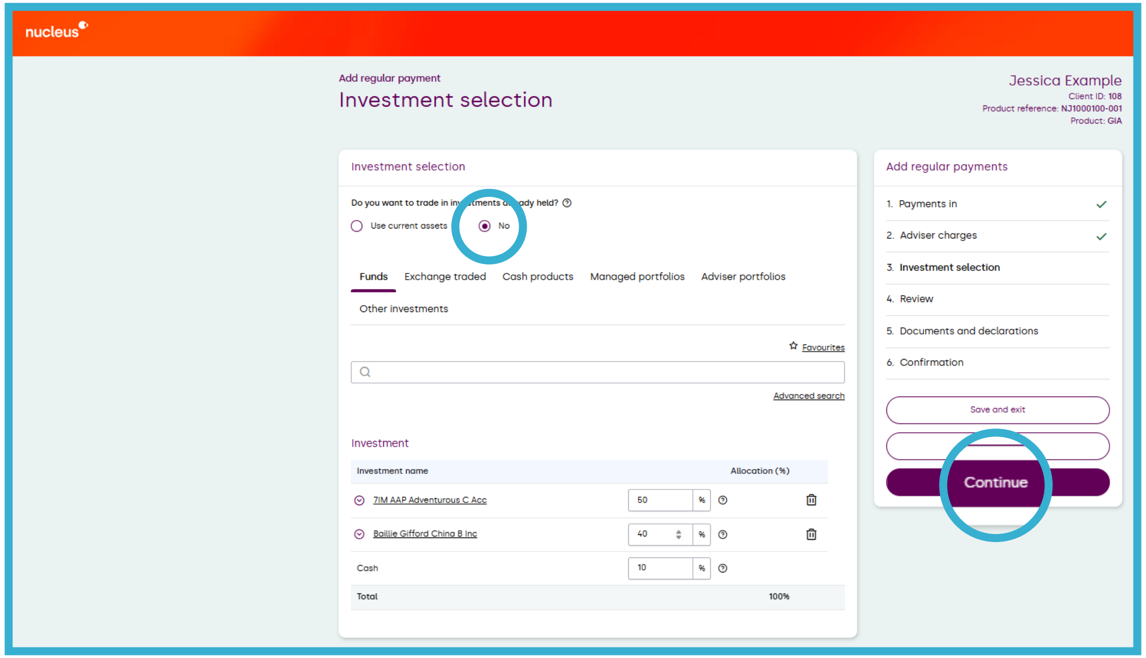
New assets

If you're investing into assets not currently held, select '**No**'.

Select the investment type across the headings shown.

Enter the investment name into the search bar and select the investment from the results.

Enter a percentage for each investment choice. Ensuring the totals equals 100%.



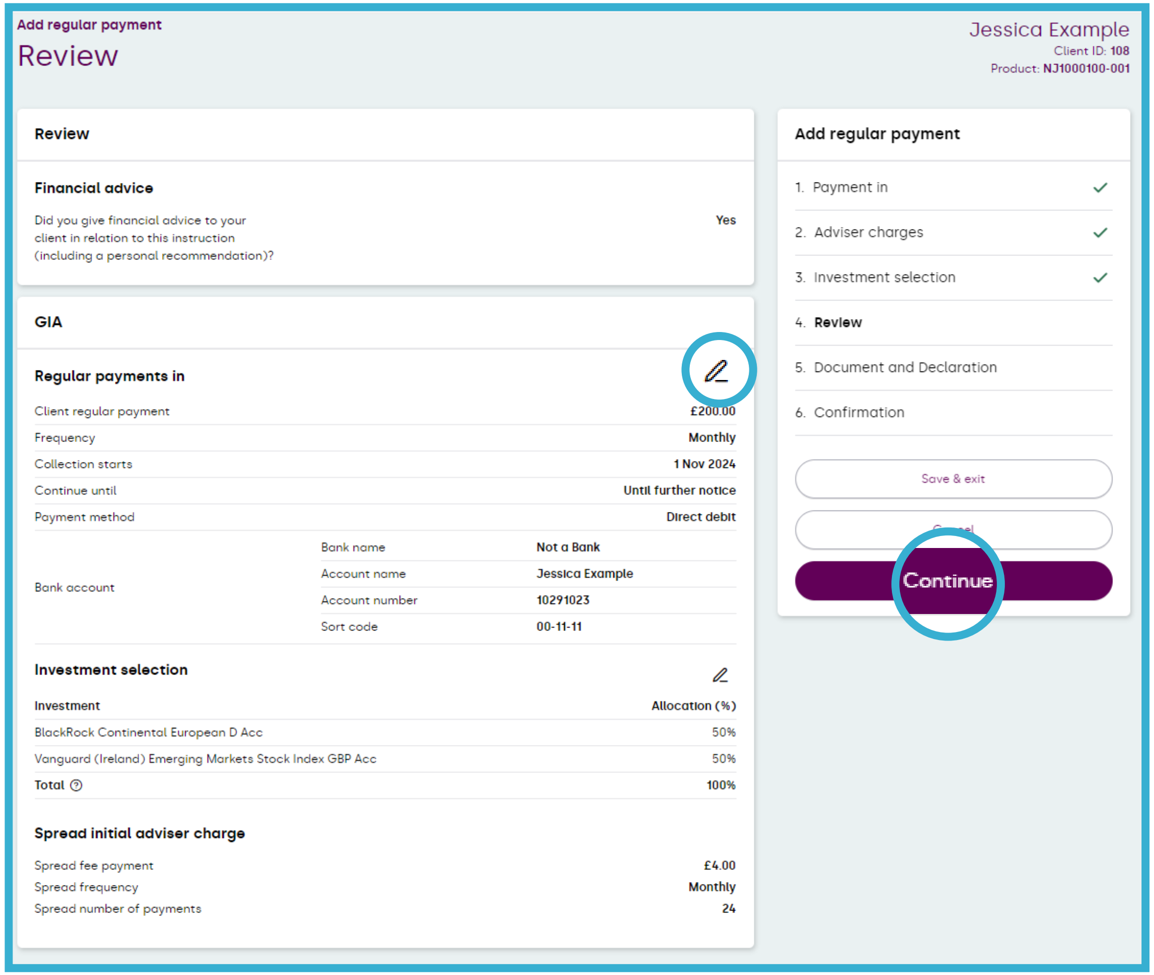
> Your client can now hold loose assets, multiple model portfolios, ETIs, and other investments, all within the same account. Investments will be purchased when funds are available for investment.

Once you're happy with your investment preferences, select '**Continue**' to move on to the review page.

Review

Review the details for accuracy. Use the '**pencil**' icon to make any necessary changes.

Once you're happy with the accuracy of the application, select '**Continue**' to move on to the declaration and documents page.



Declarations and documents

Key message

Only wet signature is available for trust/ company applications

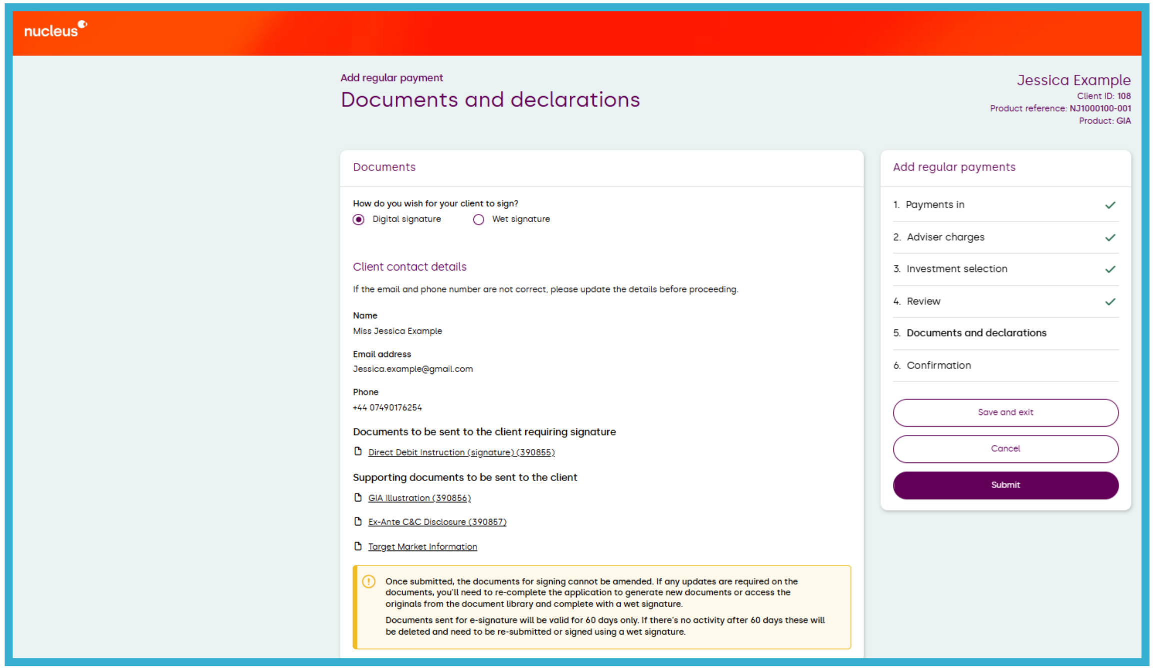
Select how your client wishes to sign their documents.

If you're selecting 'Digital signature' the client's contact details will need to have been completed and accurate.

All relevant documents and illustrations will be produced here. This section indicates the documents that will be sent to the client electronically if digital signature is selected.

Documents will be available to download from the documents library.

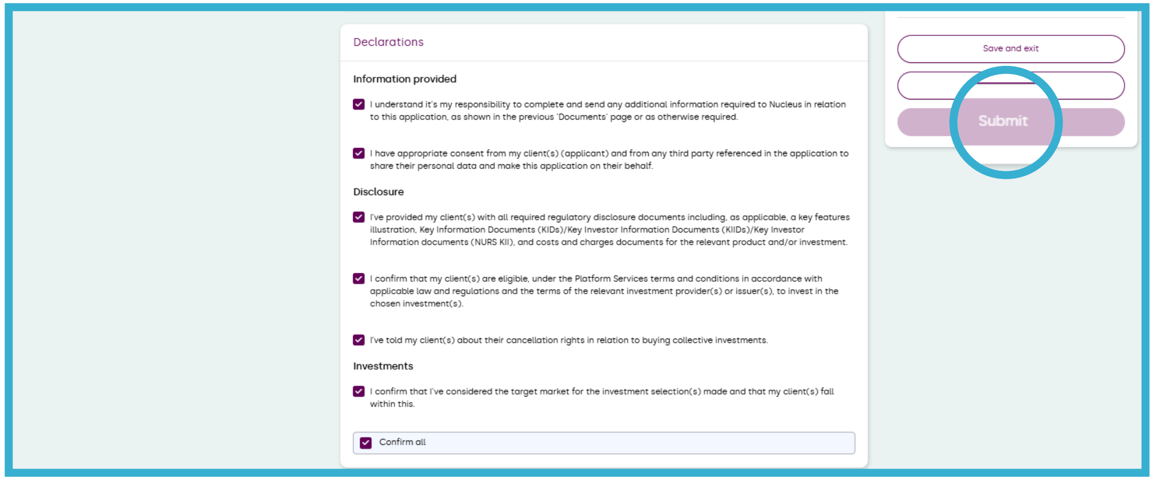
Documents can't be amended once submitted. If there are any amendments to be made to documentation, you'll need to resubmit the application to generate new documents.



You'll receive a notification to indicate the documents that have been sent to your client.

Documents sent to the client digitally will be available for e-signature for 60 days. After 60 days the documents will be deleted.

You'll need to resubmit the application to generate new documents or arrange for the documents to be signed via wet signature.



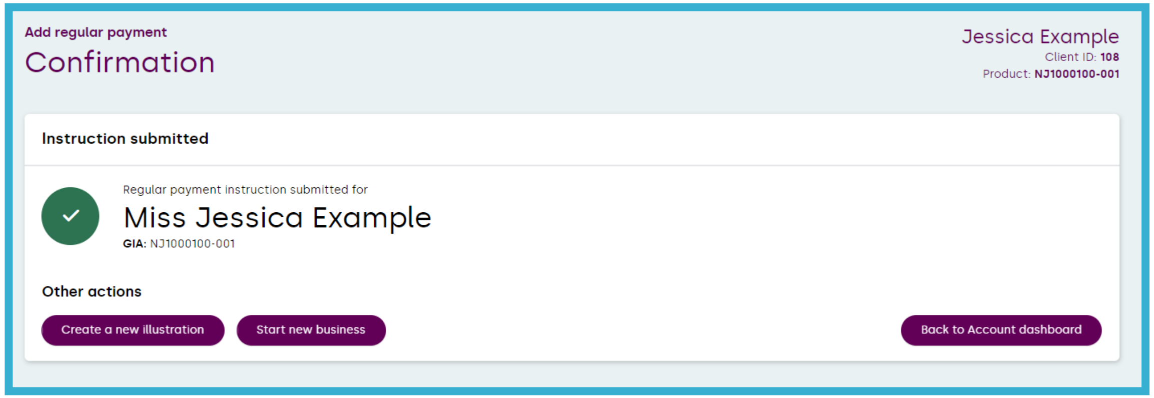
Read through the declarations and tick to confirm completion.

Select '**Submit**' to submit the top up business application.

Confirmation

The top up application has been successfully submitted.

From here, you can create a new illustration, start a new business application or return to the account dashboard.



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