

How to trade (buy and sell assets)

 8 minute read

This guide is designed to help you understand what you need to do if you want to buy into a new asset or sell assets you currently hold.

We'll also give you an idea of how long this process should take from when we receive your instruction to when the trades complete.

Available assets

We've a wide range of assets available for you to invest in, depending on your appetite to risk and your investment objectives. You can choose non-complex assets from the following asset types:

- Mutual funds, such as OEICS and unit trusts.
- UK equities (traded on the London Stock Exchange, and traded in Pounds Sterling (GBP)).
- Exchange traded funds.
- UK government and corporate bonds.
- Structured investment products.

We aren't authorised to provide financial advice so we can't provide you with any recommendations or guidance on which assets to trade in. Because you aren't seeking advice from an adviser you can only trade in non-complex assets. If you select any complex assets, we won't be able to proceed and this might delay any other investment in other assets you've selected.



If the reason you're requesting trades is so you can withdraw cash from your General or Isa account, please refer to our other 'how to guides':

- How to withdraw money from a General account (no cash available); or
- How to withdraw money from an Isa (no cash available).

Where do I start?

There are forms we'll need you to complete and a few different ways we can get these to you.



You'll find the forms you need on our website at nucleusfinancial.com/wrap/no-adviser or by clicking Library on Nucleus Go.

Or you can contact us by email or telephone and we can send these to you.



Email

client.contact@nucleusfinancial.com



Phone

0131 226 9535, Option 1

To make sure that we protect you and your assets, before we can process your instruction or share any confidential information, we'll always speak to you first and take you through some security questions.

Our security process is designed to protect you and your data so please do bear with us. We won't ever ask you to provide your full bank details during a call or ask you for any debit or credit card details.

What we require

We'll send you an **Execution Only Customer - dealing instruction** for you to complete, sign and date.

Completing the forms

The fields on the form will guide you on what information is required depending on what you want to do. For example:

Selling assets

- You can sell the assets you currently hold in full (100%).
- If you only want to raise a certain amount of cash we can sell assets proportionately across your account.
- Or you can cherry pick and tell us what assets to sell and how much to sell (in units or cash).

Buying assets

- When you want to buy assets we can only do this using a cash amount (you can't specify the number of units/shares to buy).
- We can only buy assets when there's sufficient cash in your account to do so.

It's important the form is completed accurately and in full. If anything is unclear, this may delay trades being placed, which might adversely impact the amount you receive (units/shares/cash).

Be sure to sign and date the form and make sure you've added the correct account number.


Our forms are designed to be easy to follow and each box has a heading or a description showing what information we need. However, if you need any help to fill in the forms please get in touch as we can help.

Signing the form

We can only accept: a handwritten signature, in ink.

Returning the form

You can post the forms to us at:

 **Mail** Nucleus Client Relations, PO Box 26968, Glasgow, G2 9DY

 **Email** Or you can return forms to us via email to client.contact@nucleusfinancial.com

We can accept scanned copies or clear photographs.

Next steps

Once we've received your instruction, we'll check to make sure that it's completed fully and correctly, that we have the assets available to buy/sell and the eligibility of the asset to be held by you and in your specific accounts. If it's all good, we can proceed.

Sell trades

Your trades will be requested within two working days of receiving your instruction. The trade will be ordered at the next available trading point. Once the trade has ordered a contract note will be produced and will be sent to you or made available for you to review online.

Buy trades

You must have sufficient available cash in your account to enable us to place any buy trades.

As mentioned earlier we can only proceed with buy trades into non-complex assets and you're unable to increase your holding in any complex assets you already hold.

We'll send you the following documents:

- **Pre-sales illustration** – shows the potential costs and charges that are associated with your investment choice.
- **Key Investor Information document (KIID)** – summarises the key features of the asset and the risks to help you make an informed decision.

It's important that you read and understand these documents as they'll help you make an informed decision before we proceed.

We'll also send you a dealing notification letter along with these documents, and we'll need you to email us to confirm your agreement to progress or you can sign our dealing notification letter and post this to us. We'll need your confirmation before we can proceed.

Your trades will be requested within two working days of receiving your instruction and we'll let you know once this is done.

Once the trade has ordered a contract note will be produced and will be sent to you or made available for you to review online.

Switching assets

You may wish to switch out of one or more of your existing assets into other assets(s) in one instruction. We'll still need to follow the above steps, but once we have a clear and authorised instruction, we'll place the sell trades within two working days and after they settle (and we've received the cash proceeds) the buy trades will follow.

How long will this take?

Buy trades – These take around four working days to complete once we've validated your request.

Sell trades – These will take around five working days to complete once we've validated your request.

Switching – These will take around seven working days to complete. Once we've validated your request, the sell trades will be instructed. When we receive the sell trade contract notes confirming the prices received the buy trades will automatically order – we don't wait until the cash is received from your sell trades so this speeds up the end to end process for you.

Please note that trading times can differ depending on the asset and some may complete sooner or take longer. Most assets trade daily but there are some which are weekly or less frequent.

Other information

Trade cancellation

Once a trade has been ordered we can't cancel this for you.

Trade fees

We won't charge you for requesting trades. However, depending on your asset selection there may be fund manager charges or stockbroker charges. These will be shown on the contract notes, or you can see them in your account transaction history when you log into **Nucleus Go**, our online customer portal.

Nucleus General account: Capital gains tax

Capital Gains Tax is a tax on the profit you make when you sell (or 'dispose of') an asset that's increased in value. Please bear this in mind if you sell assets in your Nucleus General account as this may be reportable in your tax return submission to HMRC. We'd recommend speaking to a tax specialist or a financial adviser if you need to understand your tax position better. You can also read more about this at <https://www.gov.uk/capital-gains-tax>

Financial advice

Please contact us if you'd like details of advisers who use our platform in your local area. Or for a wider search, you can check out moneyhelper.org.uk/en/getting-help-and-advice/financial-advisers. If you decide not to engage with an adviser, we'd be delighted to continue to support you and administer your investments.

You should make sure that any adviser firm you're looking to appoint is authorised by the FCA. A full list of authorised firms can be found at <https://register.fca.org.uk/s/>. Simply scroll down to 'Check information about a firm, or an individual at a firm' and enter the firm name, then check the radio button alongside 'Firms' and click search. You can then review the results of your chosen firm.

Execution only

When you ask us to trade on your behalf, without an adviser or if your adviser doesn't use the Nucleus platform, we'll accept and process your instruction on an execution only basis. This means that you haven't asked for or received advice from us or any of our employees.

We must remind you that progressing on a non-advised basis may affect the regulatory protection you would otherwise be entitled to. For example, you will not have recourse against an adviser firm in regard to investment decisions made by you. Your right to pursue compensation via the Financial Services Compensation Scheme is not affected when we execute a transaction for you on a non-advised basis.



High cash balances

Please be aware of the risks of selling down assets in your account and holding high cash balances for a prolonged period. The value of the cash may be eroded, over time, due to inflation and there won't be an opportunity to benefit from market growth*.

* Please note the value of investments may fall as well as rise.



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www.nucleusfinancial.com