How to: Use the fee statements and remuneration service through intelliflo.

Electronic statements will be sent by us.

These will be imported directly into your system without you having to key them in manually.

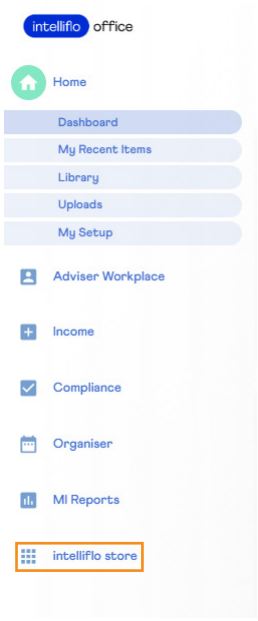
1. Log in to the intelliflo website

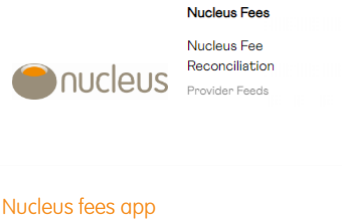
To get started, log in to the intelliflo website at:

https://office.gb.intelliflo.net/nio/authentication/login

2. Select and download the Nucleus fees app

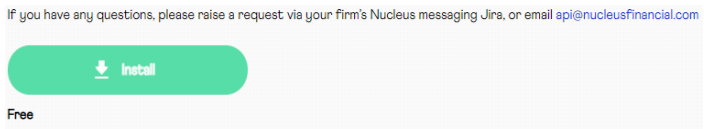
Select the 'Nucleus fees' app from the iO store, where you will then be given the option to download it, as shown below.





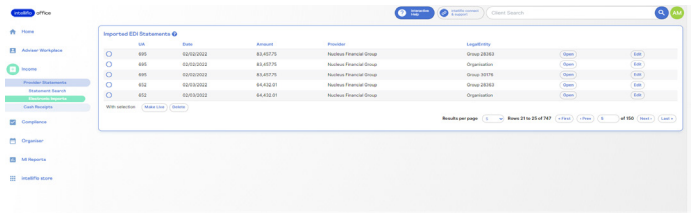
Nucleus fees app

Hit install, and once this has been downloaded, the request will be sent to our team to establish a connection which can take up to two working days.



Note: You'll be prompted to add a groupID/alias name at installation by selecting 'App settings'. This name can be anything you like. If you have any issues setting up the groupID there is a how to guide in intelliflo's 'connect' section of the website.

3. Select the 'Income' section, then 'Electronic imports' to retrieve your fee statement



Electronic imports will show all statements sent by us. Select the statement which will give you the option to make a statement live (as shown above), and the statement will be available in the 'statement search' section.

Overnight, the system will allocate these to the relevant expectations held within the client record. It does this by looking at the client name, the name of the provider and the policy number.

Note: If the entries are unallocated following the overnight run, you will then need to allocate these manually. The main reason for unallocated fees is usually due to the expectation not being recorded on the client record.

4. Further guidance

If you've any questions about this app, or any aspect of client servicing, please contact your client relations manager.

For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 0131 226 9535, or via the Relay UK service on 18001 0131 226 9535.

0131 226 9535 client.relations@nucleusfinancial.com www.nucleusfinancial.com

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