For advisers

Our new platform

nucleus platform

How to create an illustration



4 minute read

How to create an illustration

Product selection 6
Payments in 9
Single payments 10
Regular payments 11
Transfer payments 12
Adviser charges 15
Head account ongoing adviser charge 16
Product ongoing adviser charge 17
Investment selection 18
Drawdown details 20
Income payment details 23
Review 24

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 create an illustration

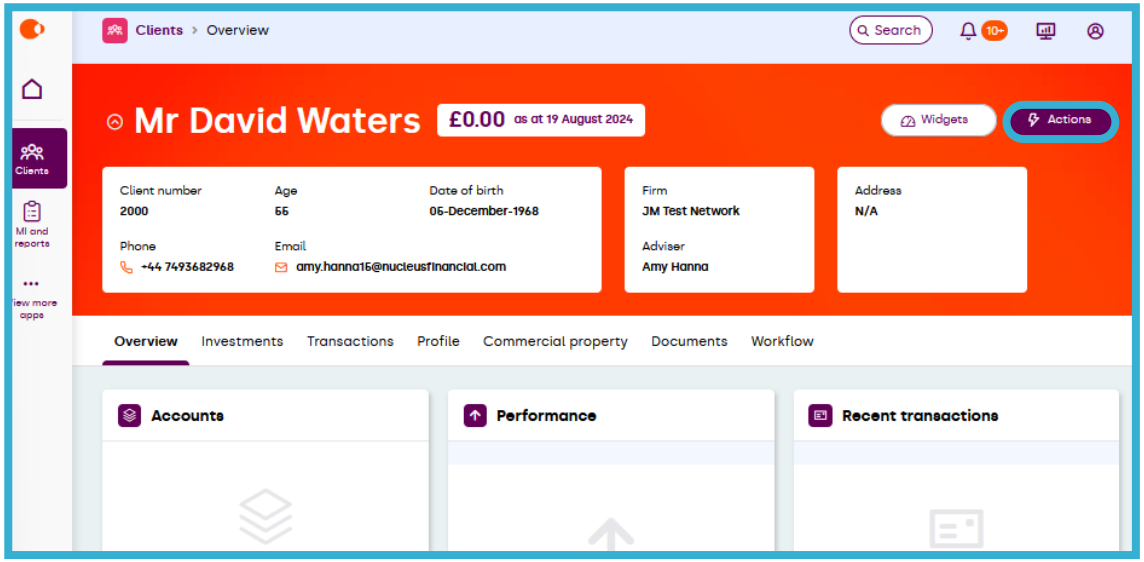
This guide is demonstrated using an adviser user with master user role permissions. If you have a different user role permission some functionality may not be available to you.

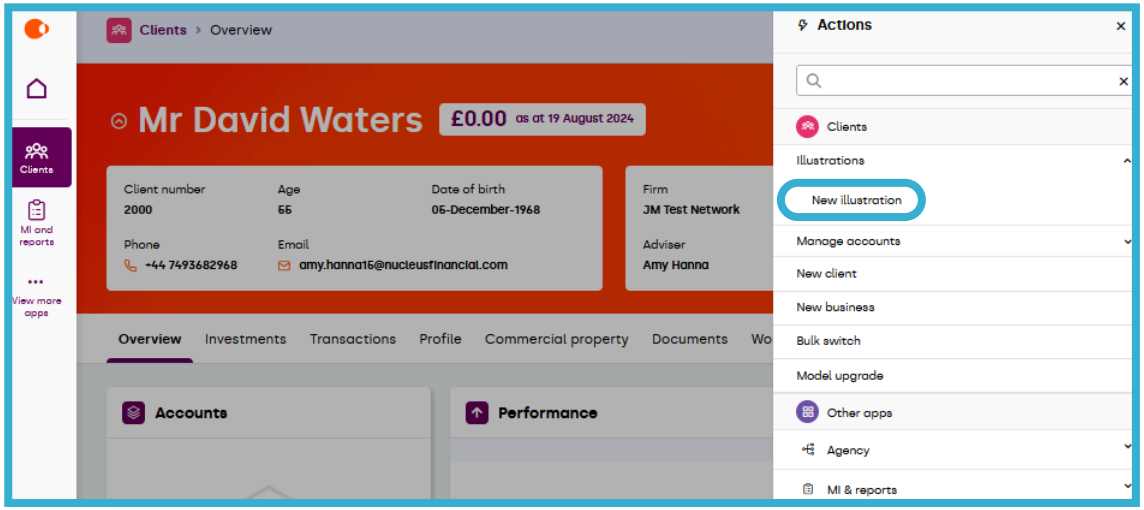
To create an illustration, you first need to create your client. To create a client or to find an existing client please refer to the respective guides.

Once you've created or located your client, you can refer to this guide to create an illustration.

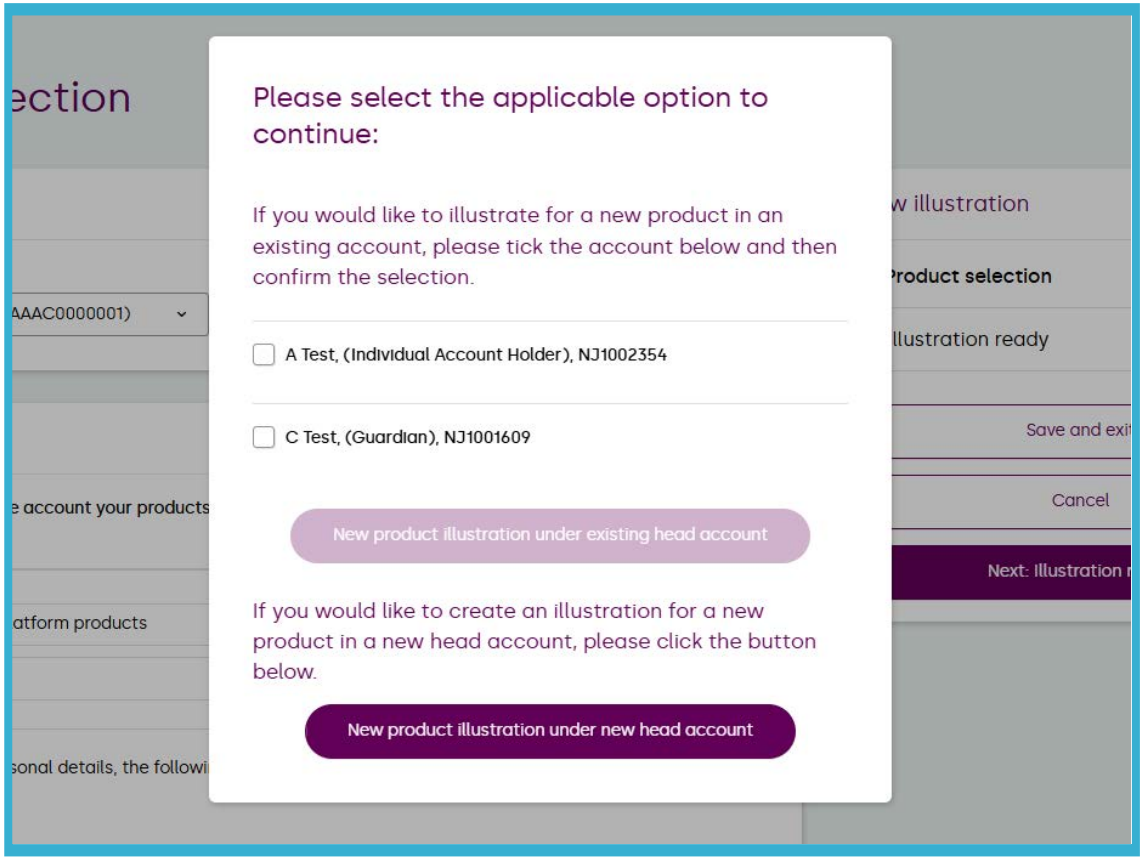
From the client home page please select the '**Actions**' button.

A list of actions will appear. Select '**Illustrations**', and then '**New illustration**'.





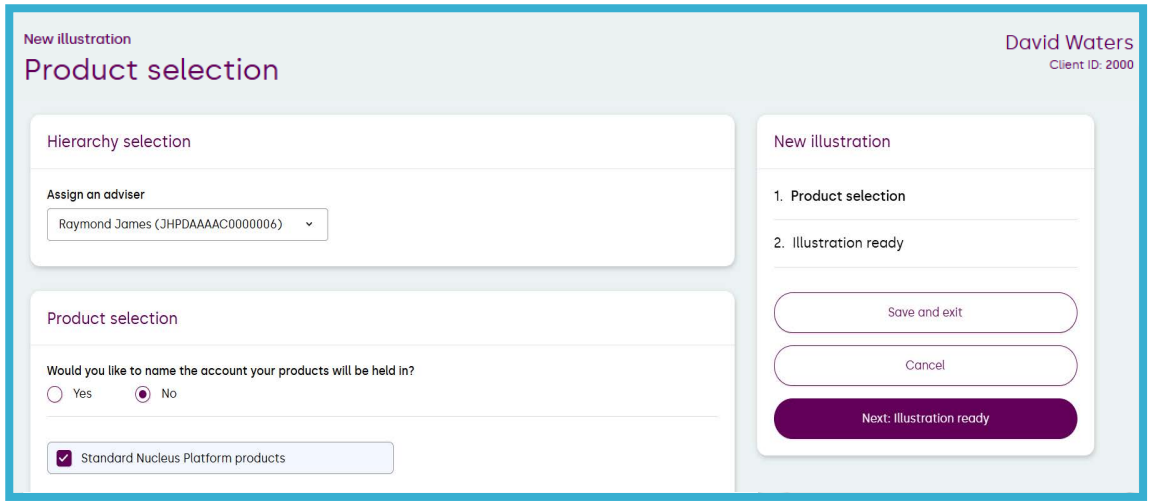
Select an existing account for which to create a new illustration, or to create an illustration under a new head account.



Key message

You can save and exit the illustration at any stage. To resume, navigate to the workflow tab within the client's account.

Assign the illustration to an adviser by selecting the individual from the drop down.



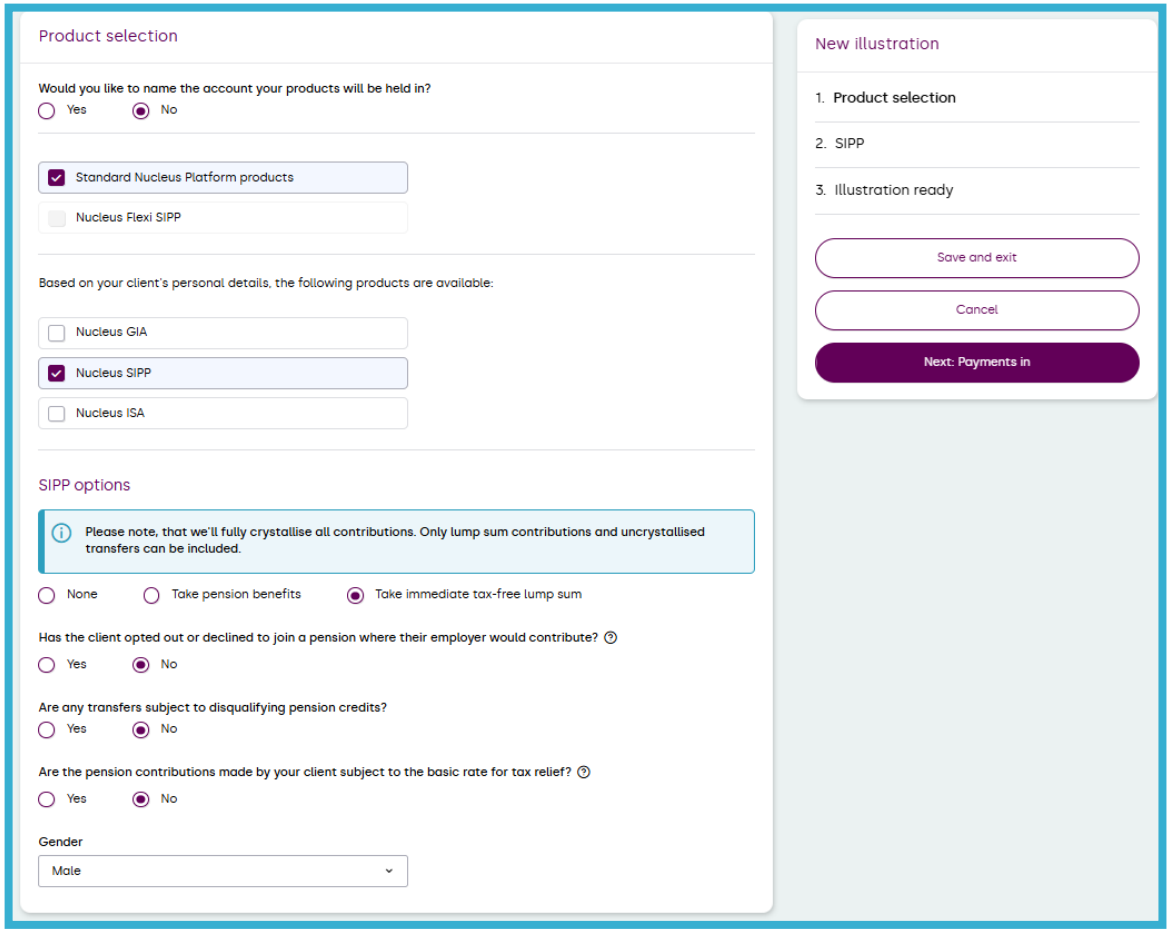
Product selection

Confirm if you'd like to give the account a name.

Key message

No special characters can be included in the account name.

Naming the account will make it easy for you and your client to differentiate the accounts on your client's landing page. This name will be visible in your client's customer portal.



Select the product you would like to create an illustration for.

This guide will demonstrate a SIPP illustration, taking an immediate tax-free lump sum.

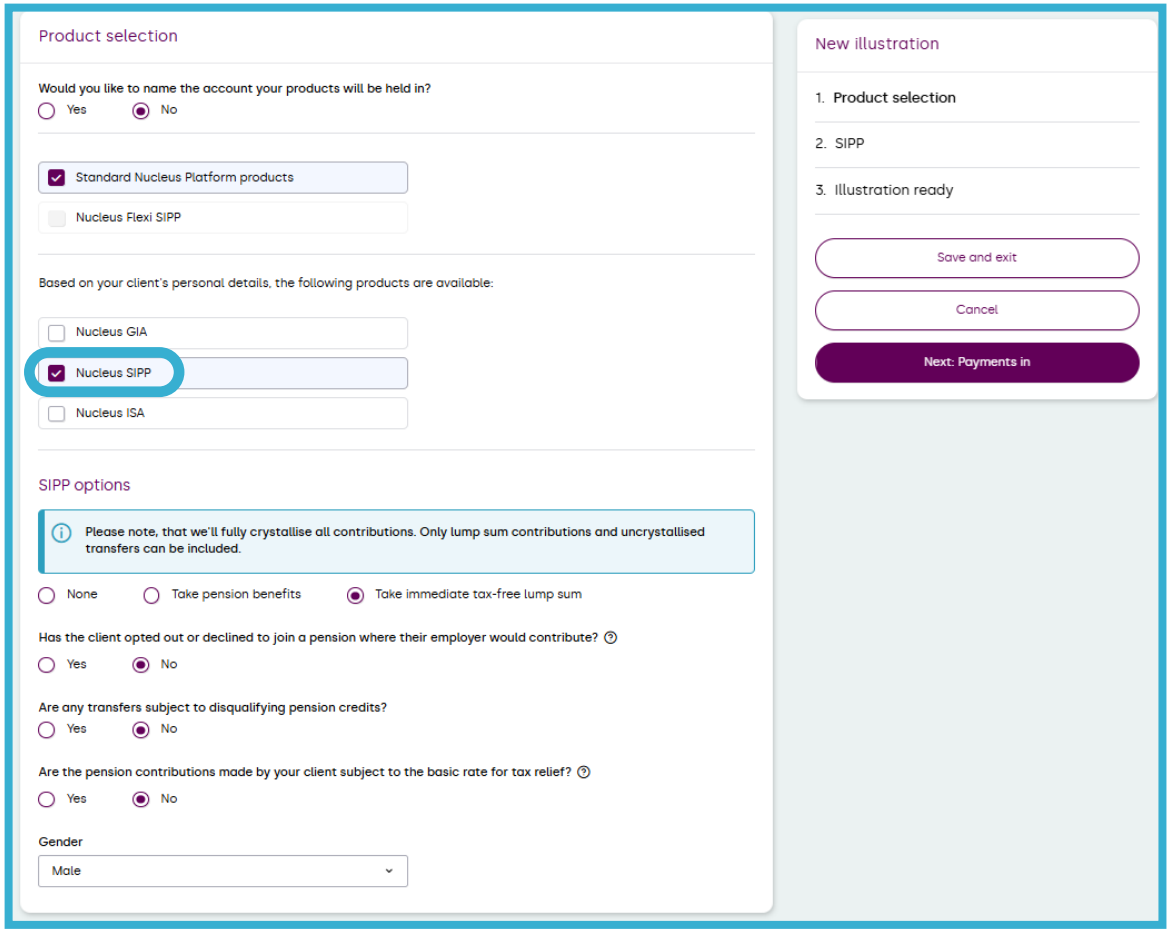
Key message

You can select multiple products within the illustration. The available products are dependant on the proposition selected and the products the client already holds.

Select '**Nucleus SIPP**' and confirm all SIPP options details.

Transfers that are subject to disqualifying pension credits can be illustrated but the applications can't be submitted online. Please submit a paper application.

Transfers subject to disqualifying pension credits will be held in a separate account to other SIPPs held by the client on the Nucleus Platform.

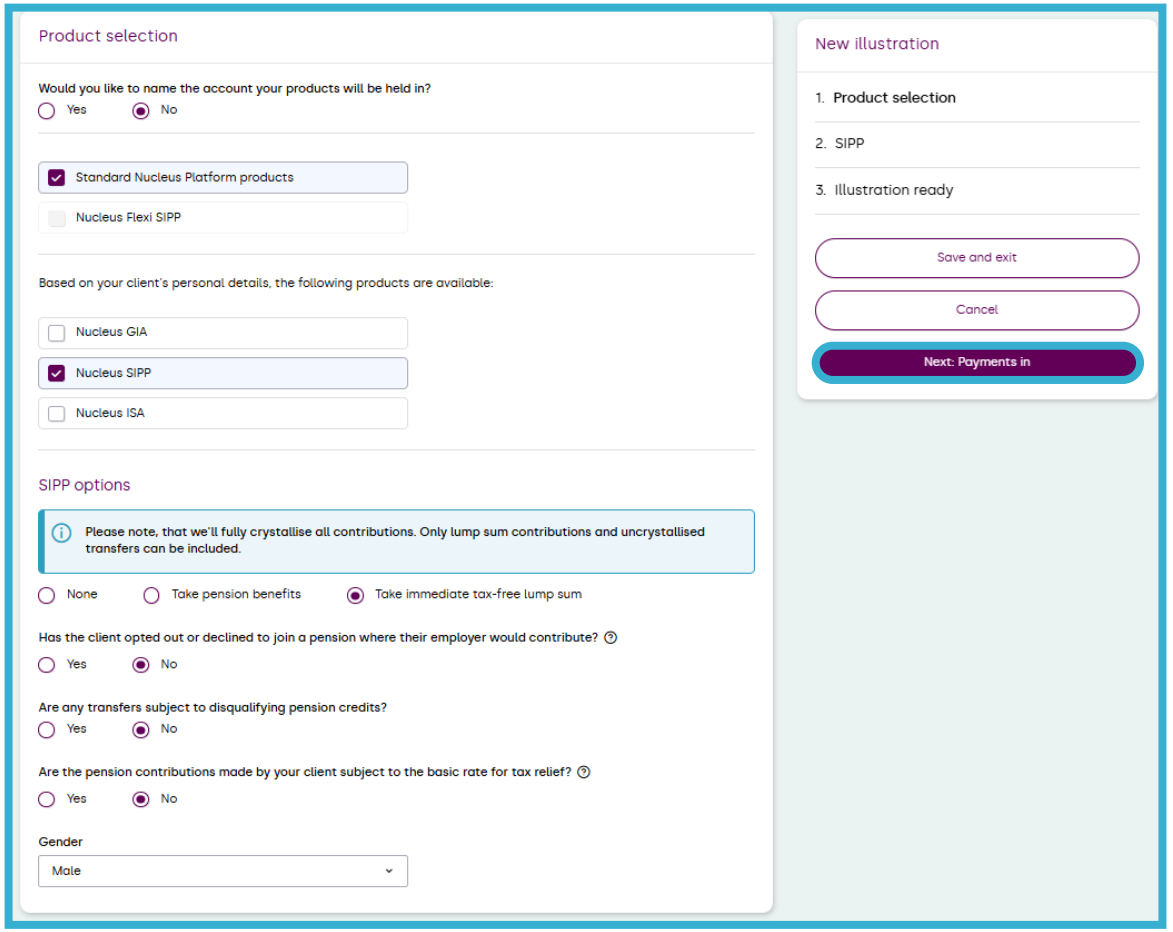


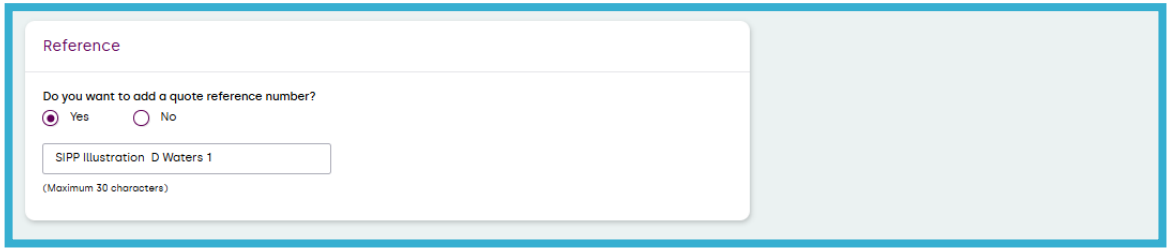
If your client is taking benefits, ensure you have their drawdown, crystallisation and annuity details. This information will be required during the illustration journey.

Confirm if you would like to add a quote reference to the illustration.

Adding a reference to the illustration will make it easy for you and your client to distinguish between multiple illustrations in the customer document library.

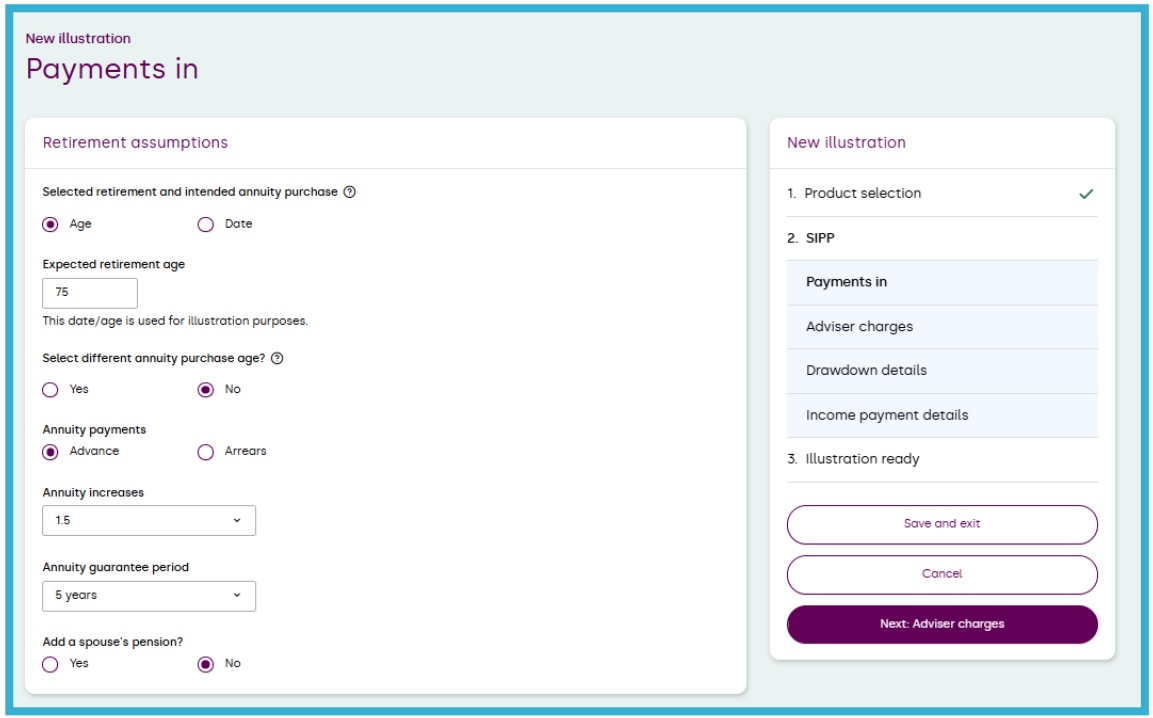
Once you're happy with your account selections, select '**Next: Payment in**'.





Payments in

Confirm all the retirement assumptions.

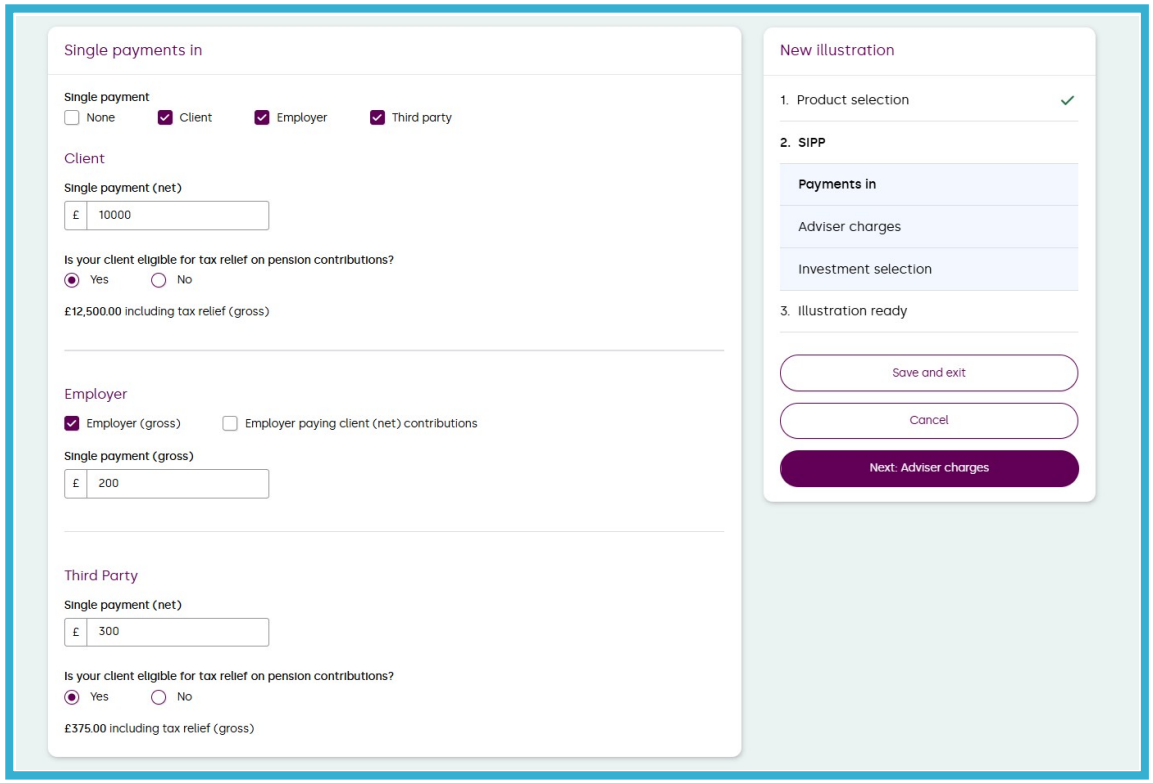


Single payments

Select a payment in option for each payment type.

You can select multiple payment in options for each payment type, when completing the illustration.

This SIPP illustration guide will demonstrate one payment type for each payment method. If you need further information on how to complete the other payment types, please refer to the specific product new business guide.



Client and third-party single payment

Enter single payment (net) details and confirm if the pension contribution is eligible for tax relief.

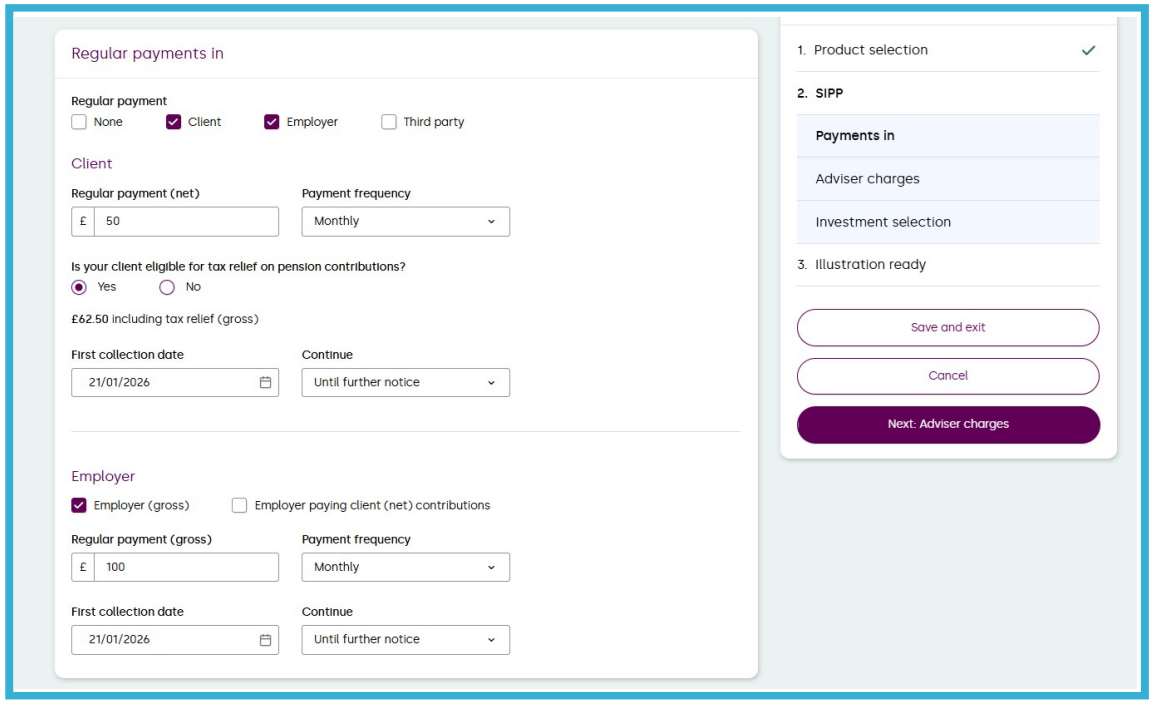
Employer single payment

Enter single payment (gross) details.

Regular payments in

Select the payment source(s) required; Client, Employer, and/or Third party.

Confirm the payment details for each regular payment.



Transfer payments

Enter the ceding provider's name into the search bar and select the provider from the search list.

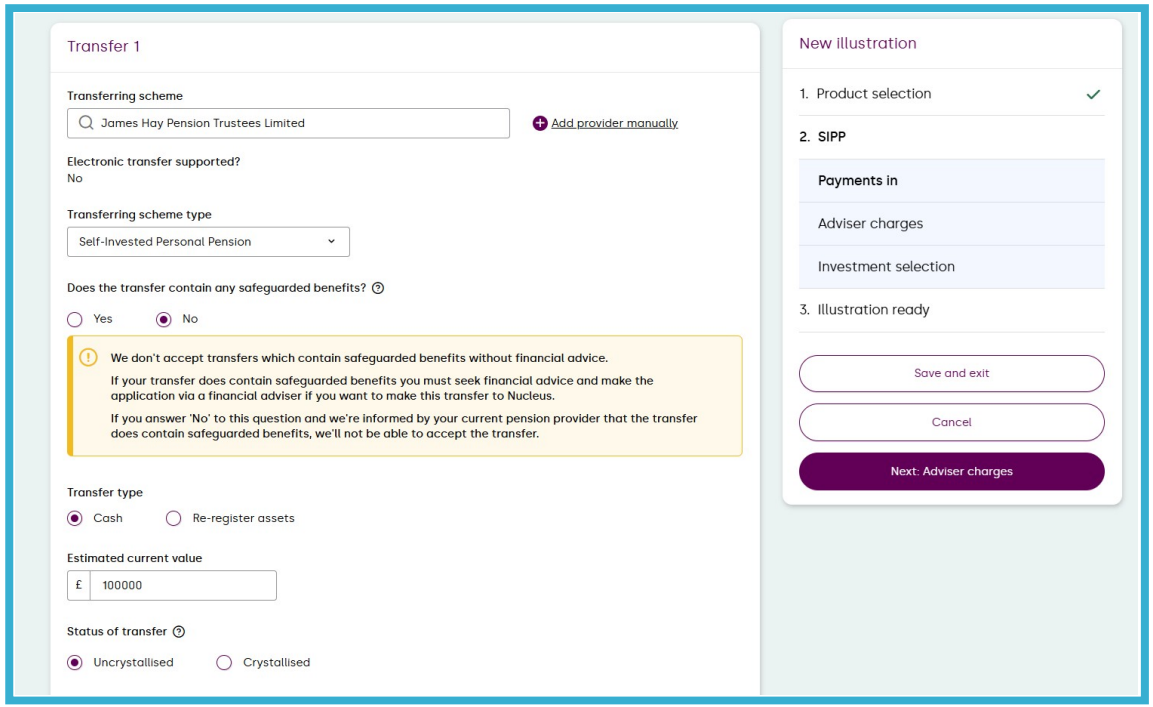
Key message

If you're unable to locate the ceding provider, you can add the details manually by selecting '**add provider manually**'.

Select the ceding scheme type from the drop-down.

Confirm if the transfer contains any safeguarded benefits.

We can't accept transfers that contain safeguarded benefits if advice - and a personal recommendation - hasn't been provided to your client.



For a cash transfer, select '**Cash**'. Then enter the estimated value.

For a registration transfer, select '**Re-register assets**'. The estimated value will auto populate as the assets are entered below.

Confirm if the transfer is for uncrystallised or crystallised funds.

Enter the Account number.

Confirm the transfer details.

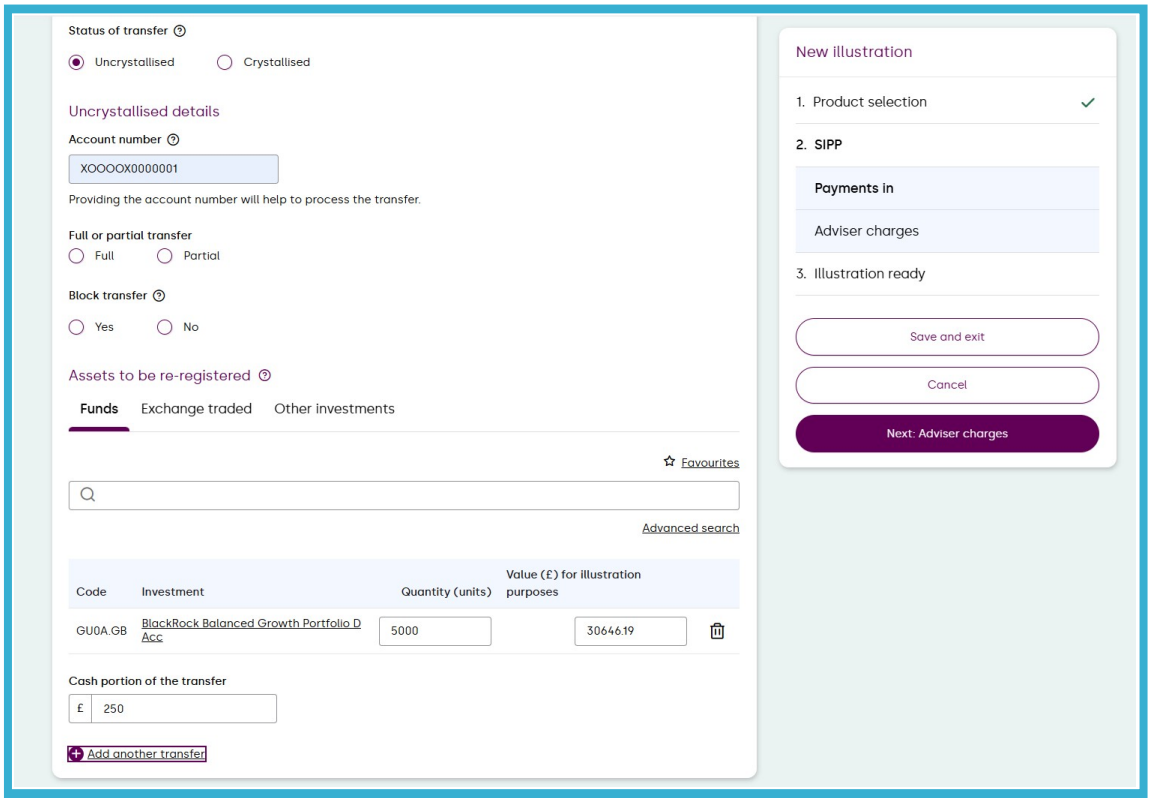
For a re-registration transfer, enter the assets to be re-registered into the search bar to locate them and add the unit amounts.

Confirm the cash portion of the transfer.

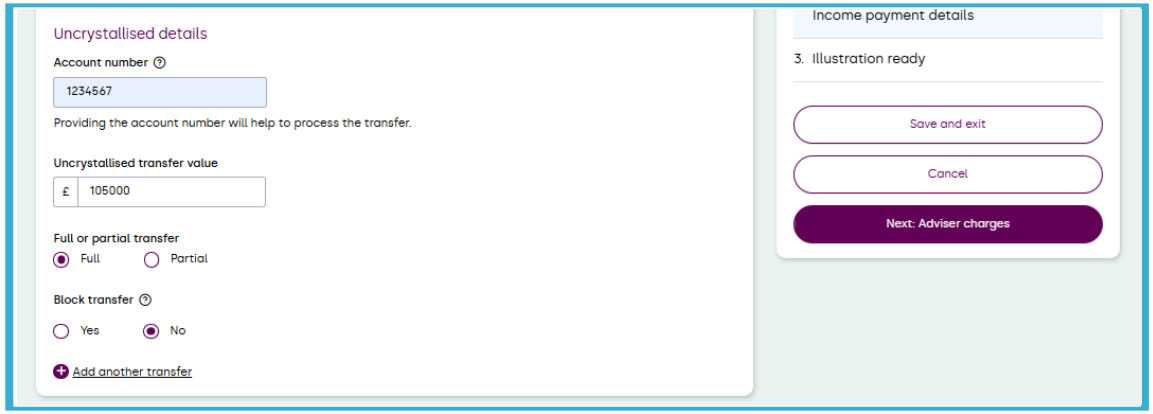
Key message

If you have transfers with both uncrystallised and crystallised funds, please enter separately by selecting '**Add another transfer**'.



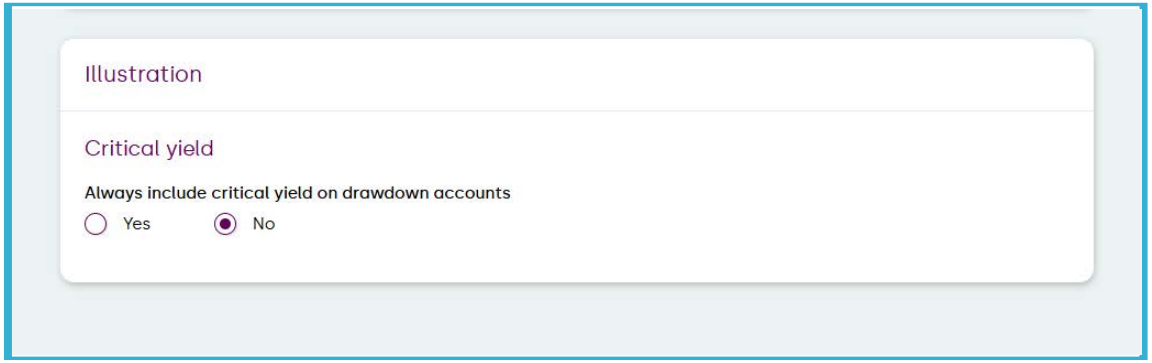


You can also add multiple transfers from different providers by selecting '**Add another transfer**'.



Confirm if a critical yield calculation should be included in the illustration.

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



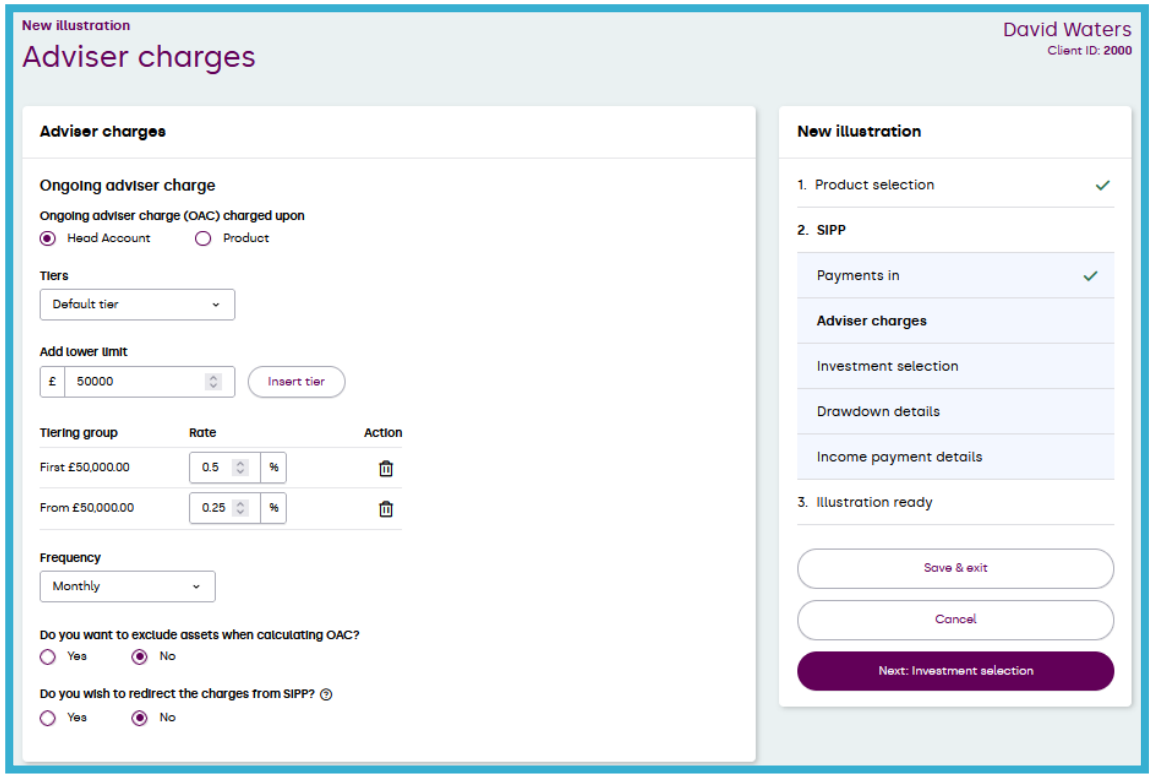
Adviser charges

Confirm if any ongoing adviser charges will be deducted from the head account or the product.

For more information about adviser charges at either head or product level, please refer to our Adviser Charges helpsheet.

Key message

Flat rates and annual rates can only be applied to products. Head account ongoing adviser charges will require tiering.



Head account ongoing adviser charge

If the ongoing adviser charge will be charged on the head account via a tiered arrangement, select the tier from the drop-down list.

Enter the lower limit amount and then select '**Insert tier**'.

Enter the first tiering group percentage rate.

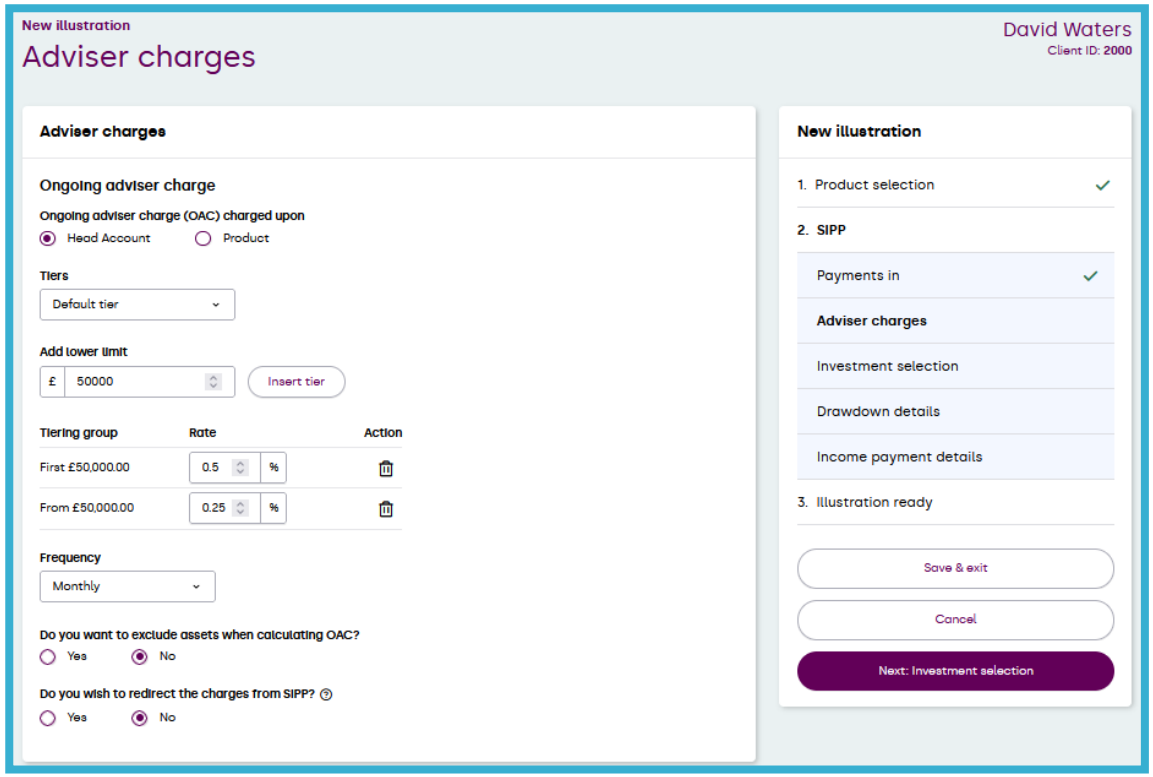
Repeat the steps to add a lower limit amount for each tiering group.

Enter a percentage rate for each tiering group.

Enter the frequency.

Confirm whether any assets should be excluded when calculating the ongoing adviser charge.

Confirm if the charges should be redirected from the SIPP.



Product ongoing adviser charge

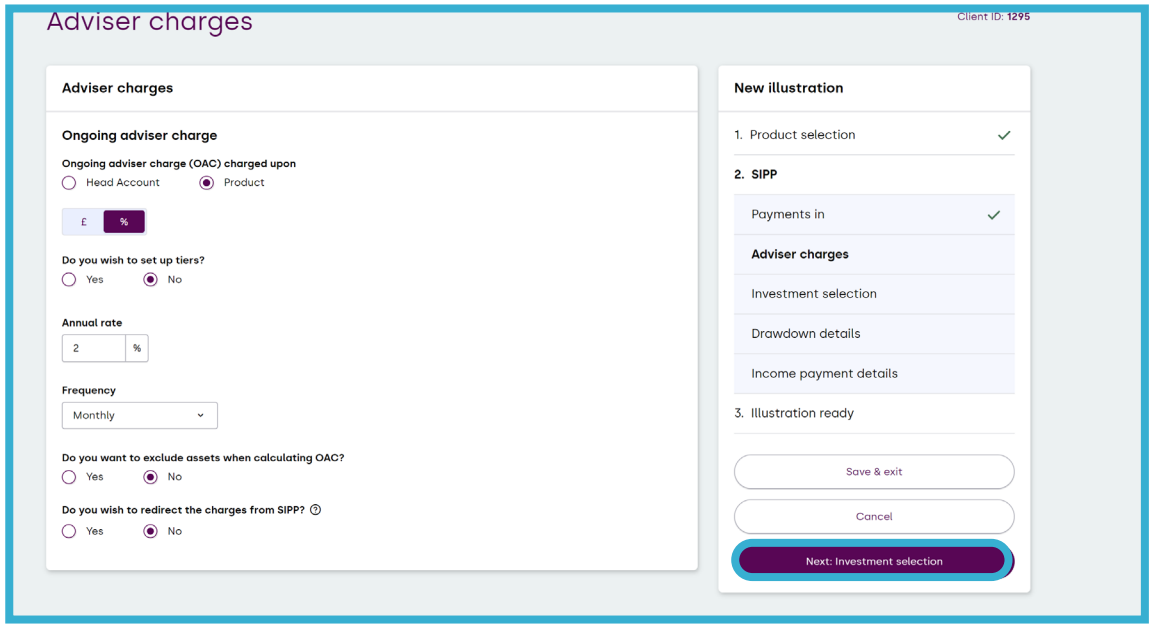
Select **£** or **%**.

Confirm if the product ongoing adviser charge is tiered.

If the ongoing adviser charge is not tiered, enter the annual rate amount, and the frequency.

Key message

If there are no adviser charges to be deducted, enter '0' into the fields.

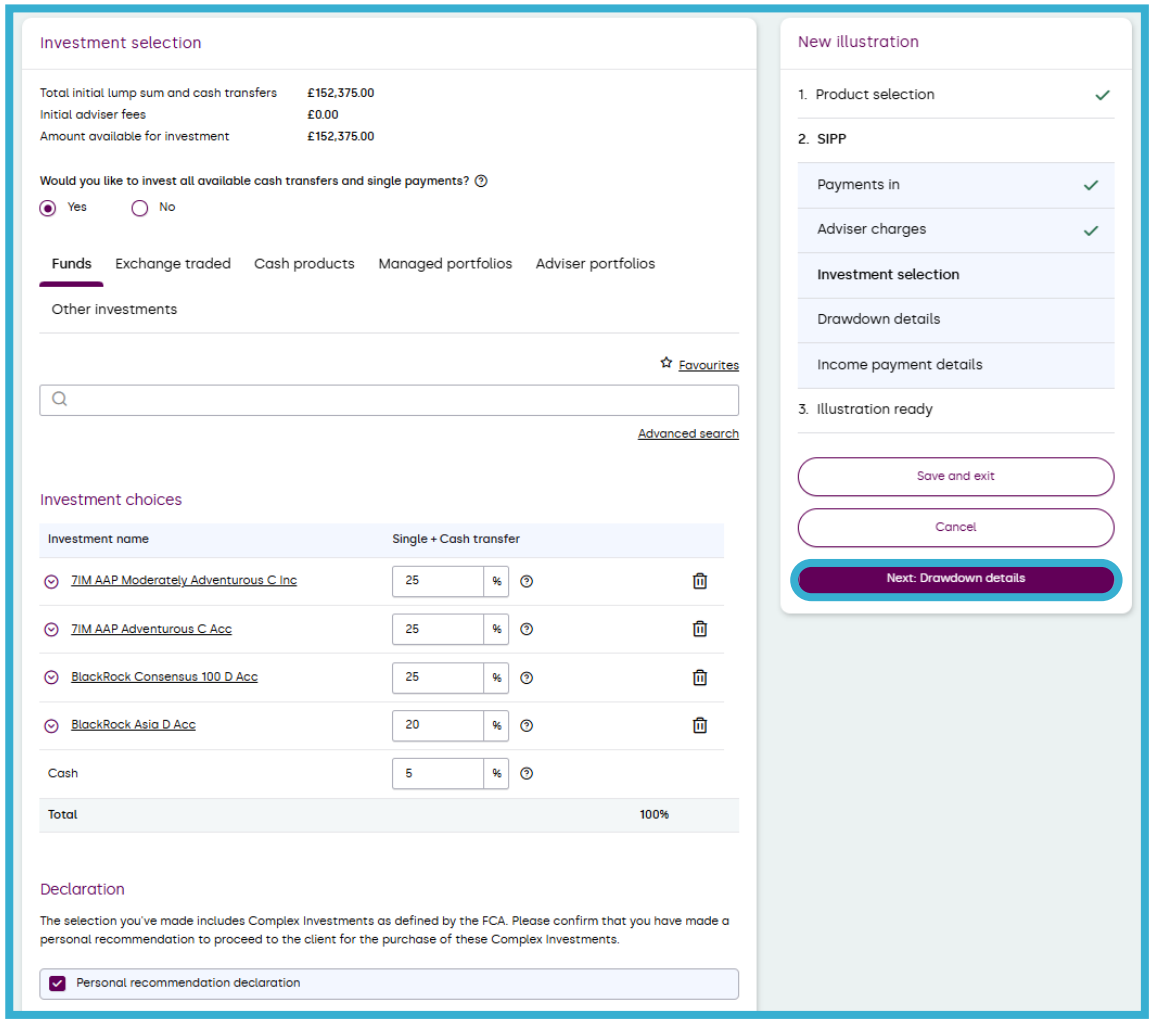


Confirm whether any assets should be excluded when calculating the ongoing adviser charge and if the charges should be redirected from the SIPP.

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

Investment selection

The amount available for investment after any initial adviser fees will show at the top of the page. If you don't wish to invest all available cash, you can select an amount to be retained. Select the investment type across the headings shown.



Key message

Your client can now hold loose assets, multiple model portfolios, ETIs, and other investments – all within the same account.

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

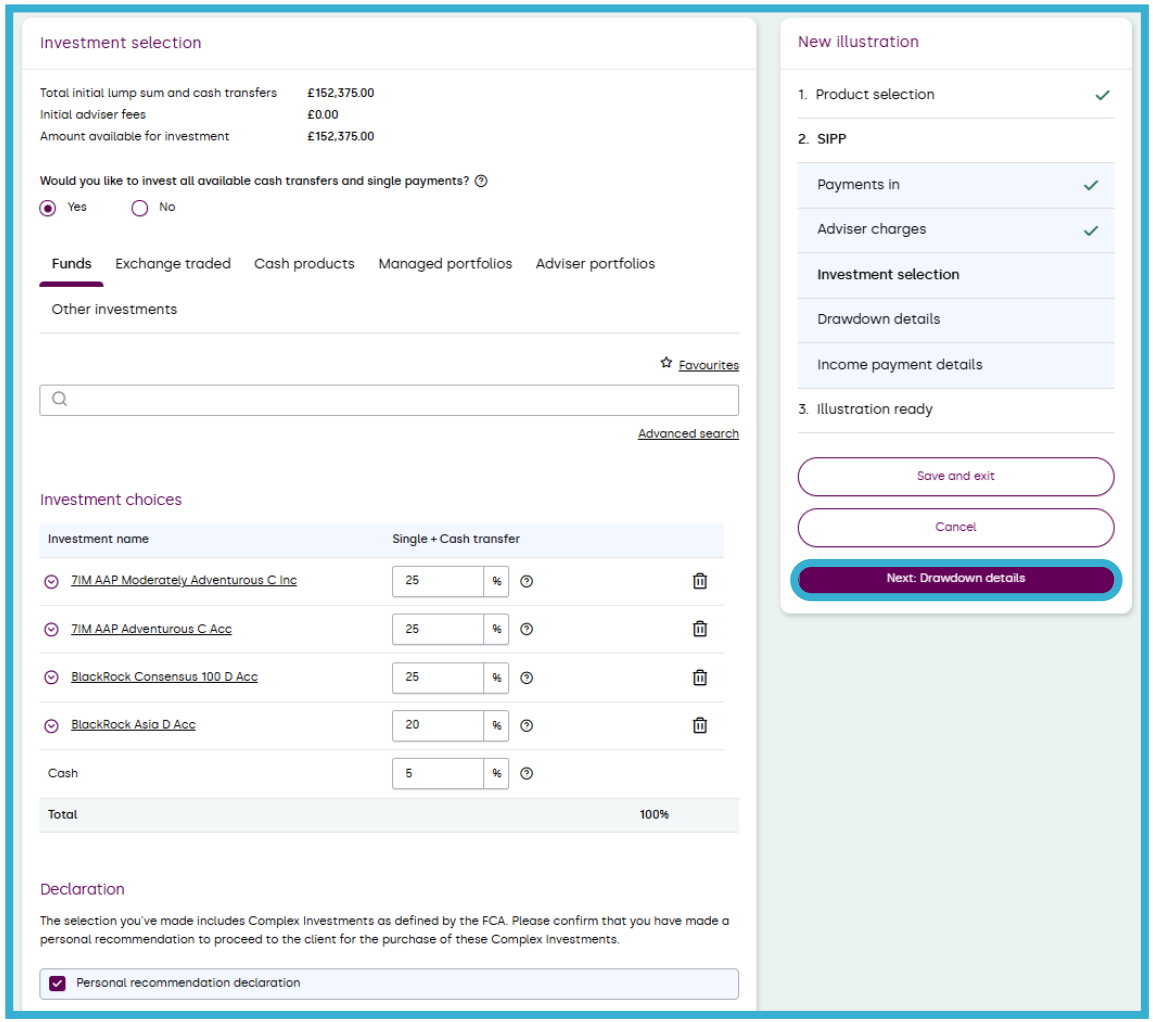
Enter a percentage for each investment choice – ensuring the total equals 100%.

Confirm that a personal recommendation has been provided to the client. This will only be required if complex investments have been selected.

Key message

When multiple products are selected, additional investment fields will appear. If there's an investment which is non-tradable for a product this will be shown as 0% and can't be amended.

Once you're happy with your investment preferences, select '**Next: Drawdown details**' to move on to the review page.

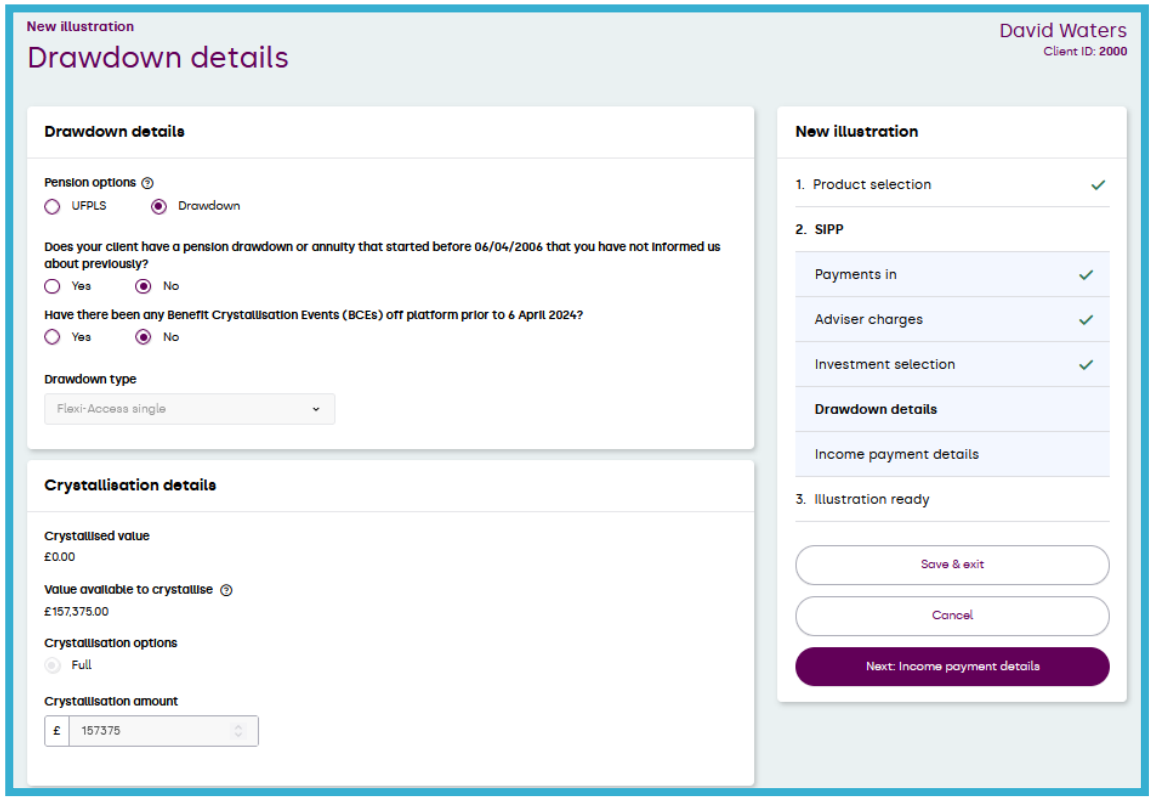


Drawdown details

Confirm all drawdown details.

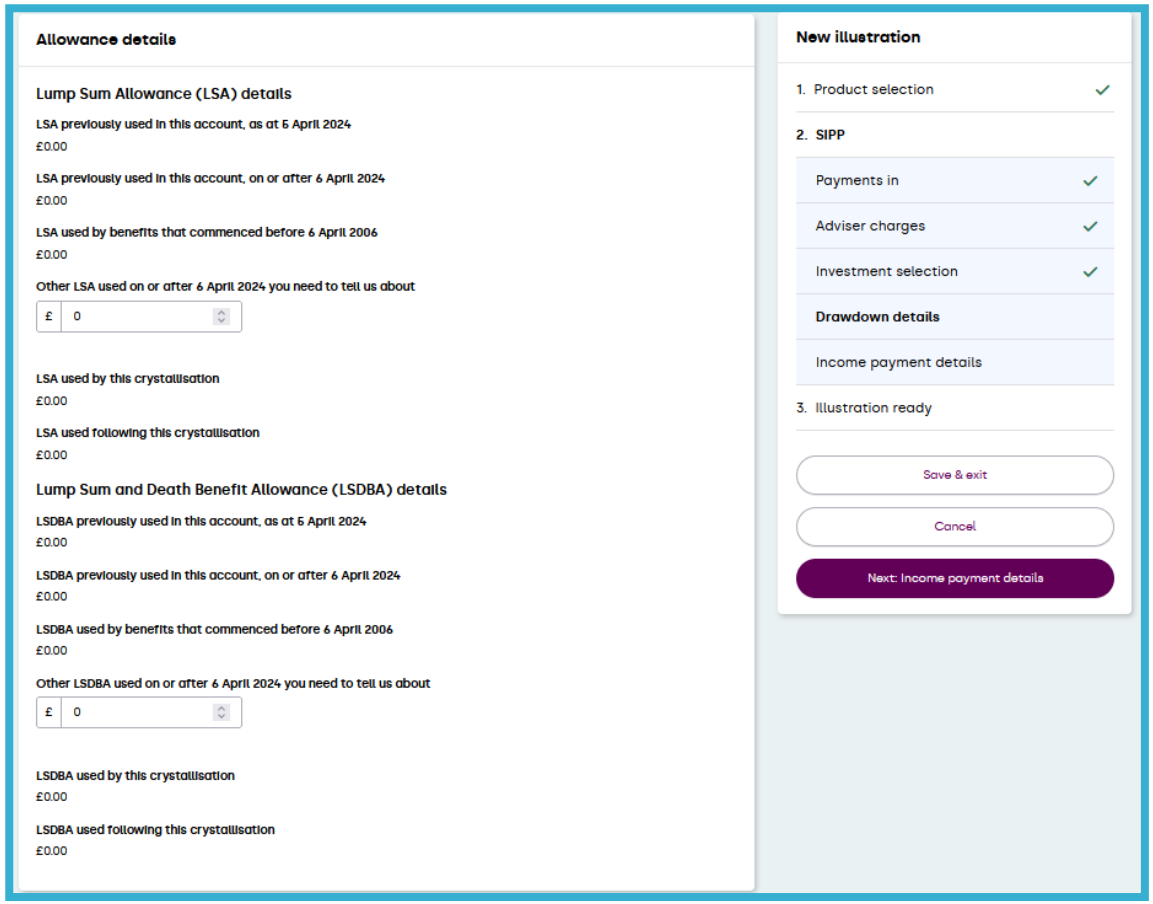
If your client has taken benefits before 6 April 2006, please contact our Customer Service Centre.

Crystallisation details will be pre-populated.



Confirm if your client has used any Lump Sum Allowance (LSA).

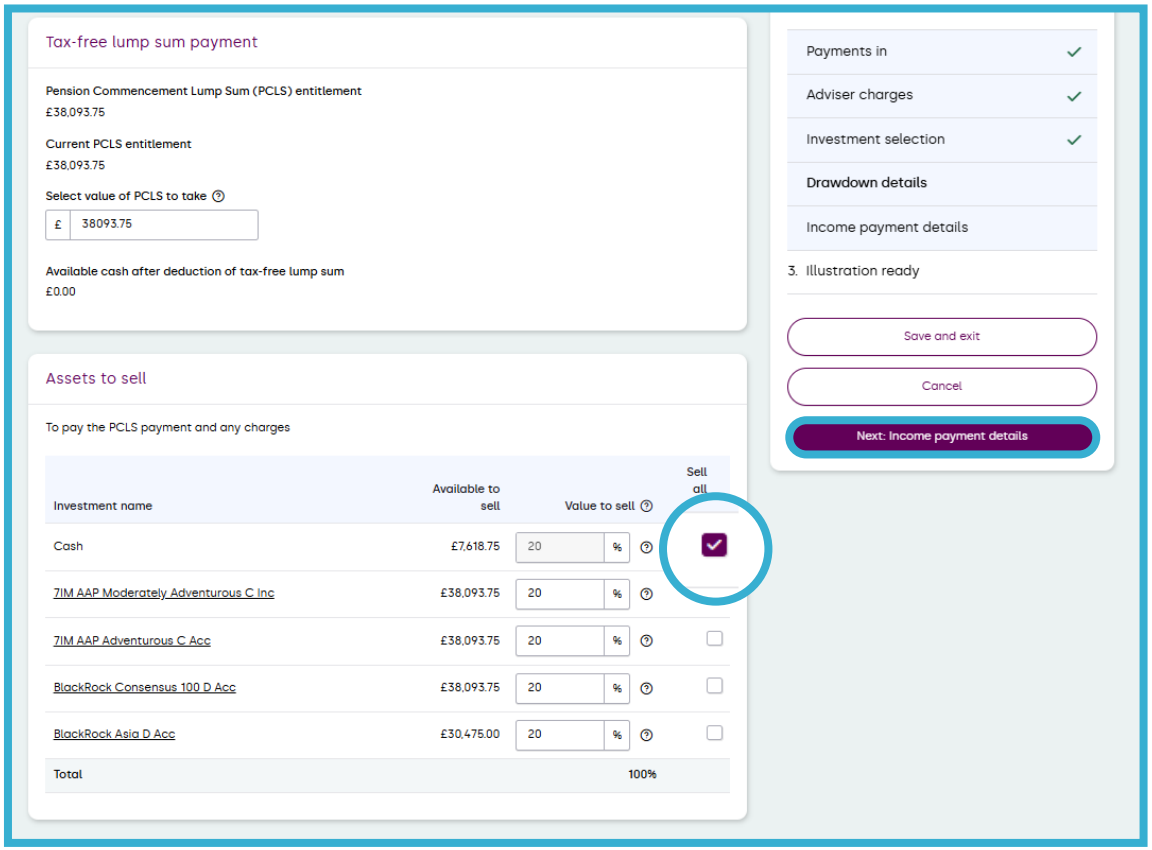
Confirm if your client has used any Lump Sum and Death Benefit Allowance (LSDBA).



Confirm the Pension Commencement Lump Sum (PCLS) value your client wishes to take.

Select any assets that are to be sold in order to pay the PCLS. If you wish to use all the cash available select '**Sell all**'.

Once you're happy with the drawdown details, select '**Next: Income payment details**' to move on to the income payment page.



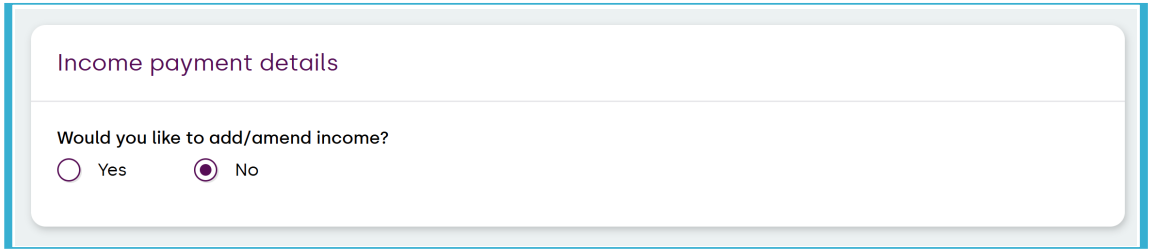
Income payment details

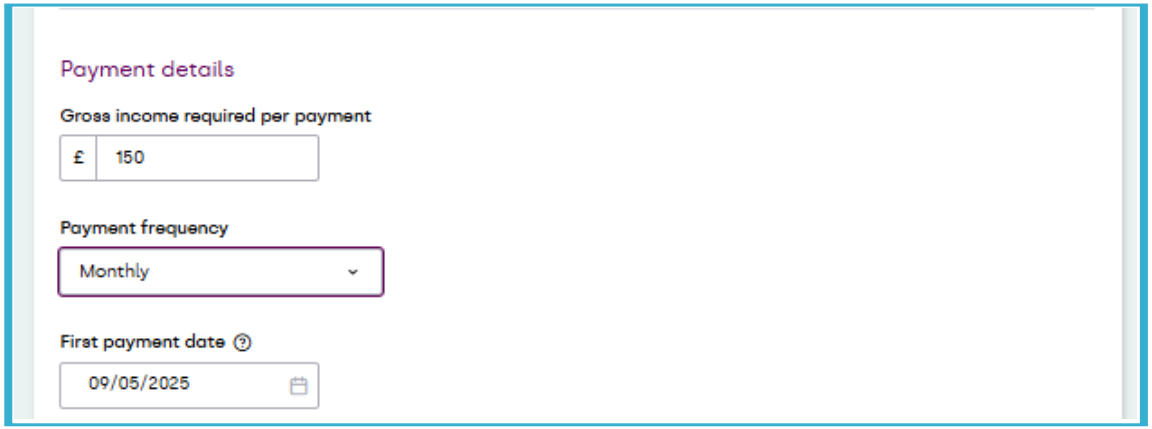
Confirm whether you would like to add/amend income.

Confirm the gross income required per payment.

Confirm the payment frequency and first payment date.

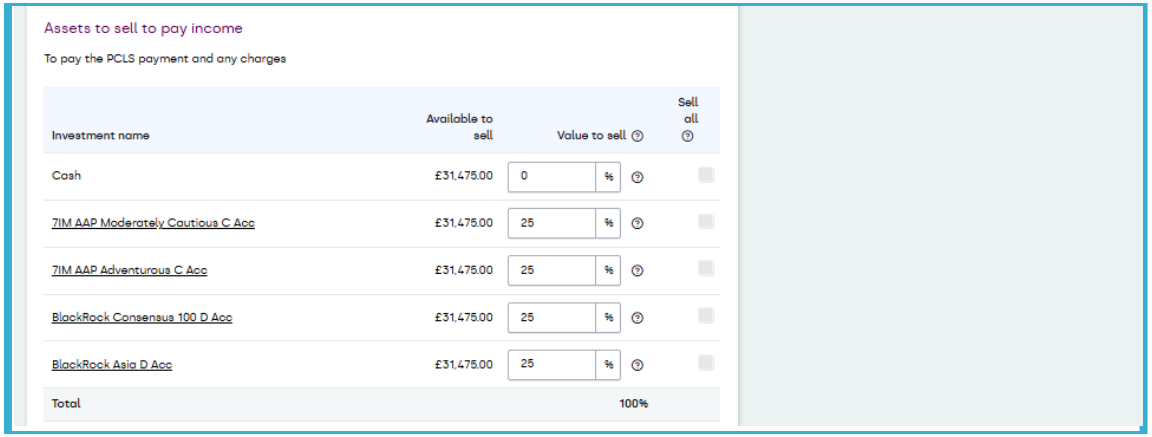
Enter the value of assets to sell to pay income.





Enter a percentage for each asset to be sold - ensuring the total equals 100%.

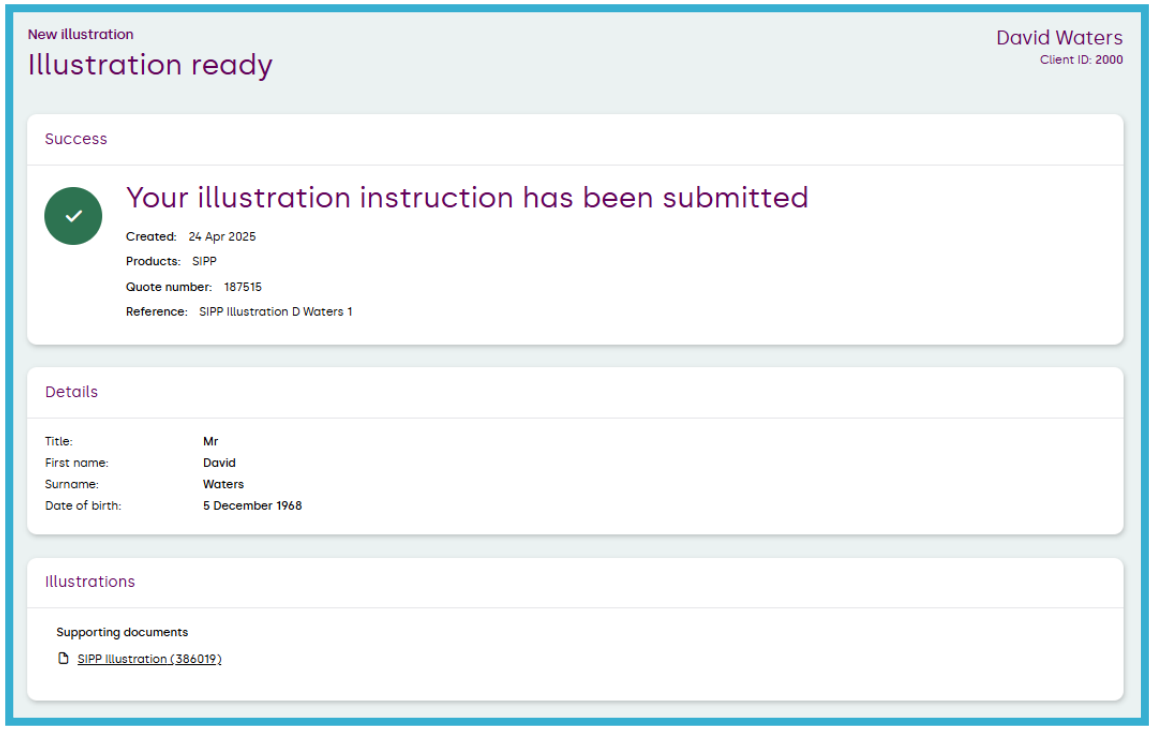
Once you're happy with the income details, select '**Next: Illustration ready**' to submit the illustration.



Review

The illustration has been submitted.

Please review the application details for accuracy. You can use the '**pencil**' icon to make any necessary changes.



'**Copy illustration**' will copy the details you have entered onto another illustration. This feature could be used when you'd like to amend payment methods, investment selection, and fees. This illustration will remain viewable on the clients document page.

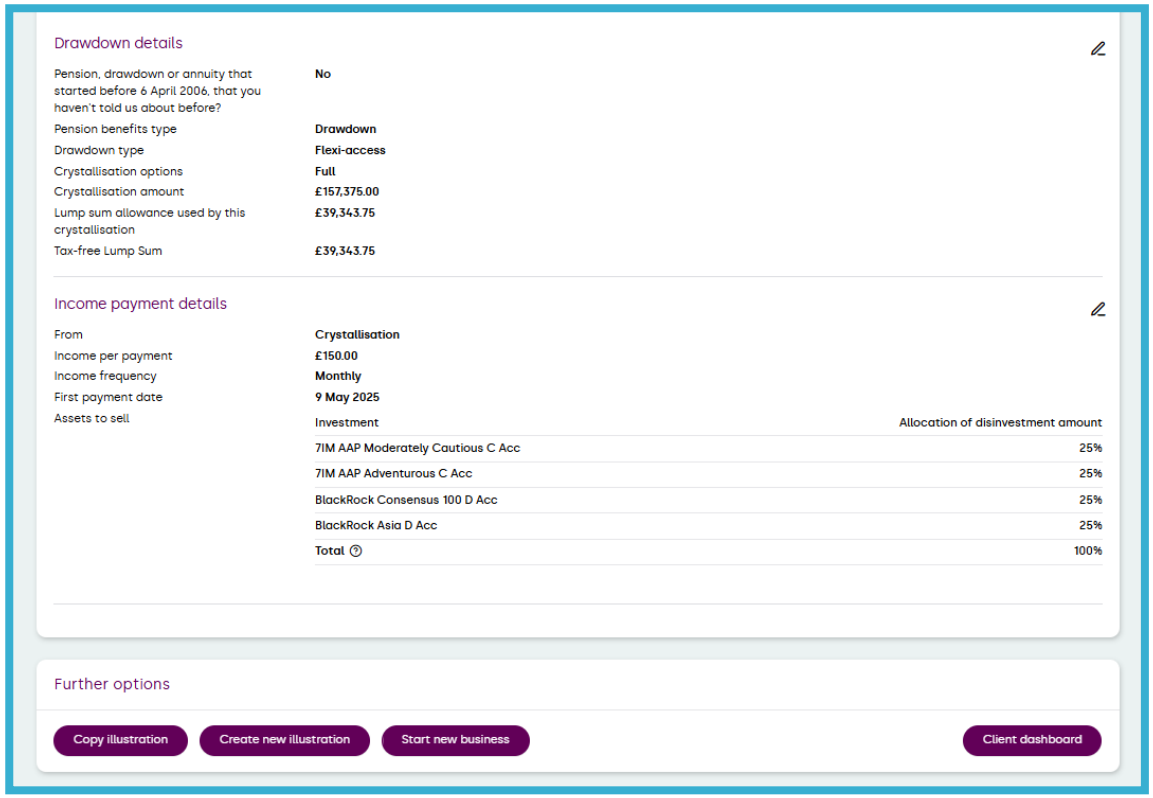
'**Create new illustration**' will let you create a new illustration.

'**Start new business**' will use the information provided on the illustration to prepopulate fields in a new business application.

'**Client dashboard**' will take you to the client landing page.

Your illustration can be downloaded as a PDF from the documents section.

To return to the illustration, head to the workflow sub header on your clients landing page. To the right of the illustration under the actions header, select the vertical ellipsis. To open the illustration from here, select 'view'. You'll have the same 'further options' as before.



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 Typetalk service on 18001 03455 212 414.

"Nucleus" is the trading name for Nucleus Financial Platforms Limited (NFPL) (registered in England, number 06033126), Nucleus Group Services Limited (NGSL) (registered in England, number 02538532); James Hay Services Limited (JHS) (registered in Jersey, number 77318); James Hay Administration Company Limited (JHAC) (registered in England, number 04068398); James Hay Pension Trustees Limited (JHPT) (registered in England, number 01435887); James Hay Wrap Managers Limited (JHWM) (registered in England, number 04773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England, number 07259308); Nucleus Financial Services Limited (NFS) (registered in England, number 05629686). NFPL, NFS, NGSL, JHAC, JHPT, JHWM, JHWNC have their registered office at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. JHS has its registered office at Aztec Group House, IFC6, The Esplanade, St Helier, Jersey, JE4 0QH. JHAC, JHWM and NFS are authorised and regulated by the Financial Conduct Authority. NFPL, NGSL, NFS, JHWM, JHPT, JHAC and JHS are members of a VAT group with VAT registration number 514 0358 80. All companies are wholly owned subsidiaries of NFPL. Further details of the Nucleus Group can be found at nucleusfinancial.com. (12/25)

0144NU.07
06/2026