

# How to make regular payments to an existing General account or Isa

 6 minute read

This guide is designed to help you understand what you need to do to set up regular payments to your Nucleus Isa or General account.

We'll also let you know how long this process should take - from when we receive your instruction, to when your investment instruction has been processed.

If you would like to make a one-off payment your Isa or General account, please refer to our other 'how to guides':

- How to top-up your existing Nucleus Isa; or
- How to top-up your existing Nucleus General account.



## Annual Isa allowance

As at 6 April 2025, the annual allowance for an Isa is £20,000.

Your Nucleus Isa is a flexible Stocks and Shares Isa. We don't offer a Cash Isa.

Although you can have more than one Isa, you can only pay into one Isa of each type and you can't pay in more than the total annual Isa allowance, for example:

- £15,000 into a Stocks and Shares Isa
- £5,000 into a Cash Isa

Therefore, if you've already contributed the full allowance to an Isa you hold elsewhere, in the current tax year, you won't be able to pay any money into your Nucleus Isa in the same tax year.

If you're only planning to contribute to your Nucleus Isa, you can use all or some of your allowance as long as it's before the end of the tax year on 5 April.

## Flexible Isa

You can also replace funds that you've withdrawn from your Isa, if they're paid back in during the same tax year as they were withdrawn e.g. if you withdraw £5,000 in October 2024, you can pay up to £5,000 back into your Isa before the 5 April 2025, without it affecting your annual subscription limit. If you want to send some or all of your withdrawn amount back to us, the process is simpler, and you won't need to complete a new declaration form.

## 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](https://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](mailto:client.contact@nucleusfinancial.com)



Call 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'll need from you

- An [Isa declaration](#) – If you spend a period of time living abroad and have recently returned to the UK, we'll need you to sign a new Isa declaration before we can accept your money. If you've always been resident in the UK we won't need you to sign a Declaration.

- We don't need a declaration if you're making payments into your General account.

- Direct debit mandate – this is the instruction we'll send to your bank to start the collections. Unfortunately, we can't accept regular payments by standing order.

- Flexi Isa top up application form.

Or a;

- General account top up application form.

## Available assets

You can instruct us to invest your money into assets you already hold or select new assets. Nucleus has 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 (subject to any minimum investment amount).

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. As you're a customer who isn't seeking advice you can only trade in non-complex assets. If you currently hold a complex asset, you won't be able to increase your holding in this asset. If you select any complex assets, we won't be able to proceed, and this may delay investment in other assets you've selected.

Our application form has a trading section for you to complete should you wish to invest your regular payments. It's also important that you read the "right to cancel" section below when it comes to investing your money.

## Completing the forms

- Isa declaration – please read the declaration, and if you're eligible to subscribe to your Isa please sign and date the form.
- Direct debit mandate
- Flexi Isa top up application form – please complete the regular contribution section.
- General account top up application form – please complete the regular contribution section.

It's important the forms are 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).

Be sure to sign and date the application 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 forms

We can only accept a handwritten signature, in ink

## Returning the form(s)

You can post the forms to us at:

 **Post** Nucleus client relations,  
PO BOX 26968,  
Glasgow G2 9DY.

Or you can return forms to us via email to

 **Email** [client.contact@nucleusfinancial.com](mailto:client.contact@nucleusfinancial.com)

We can accept scanned copies or clear photographs.

## Next Steps

Once we've received your instruction, we'll check it to make sure that it's completed in full and correctly. If it's all good, we can proceed.

## 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.

Once we've received your agreement, we'll submit the top up application and confirm this to you.

## Other information



### Right to cancel

If you change your mind after you've sent money to us, please let us know within 30 days. On the application form you'll have the choice to waive your cancellation rights or postpone the investment.

If you've waived your cancellation rights and we've already invested your money, depending on market movements, you may get back less than you paid in.

If you do choose to postpone your investment for 30-days, you'll receive the full amount back that you paid to us.

### Trade cancellation

Once a buy or sell 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.




### How long will this take?

We'll activate your direct debit instruction within two business days of validation and an advance notice letter will be issued to you to confirm the collection details. We need to send you the advance notice at least five days before the first collection. If there isn't enough time to collect on your requested date, we will start collections from the following month.

If you've waived your right to cancel:

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 When we receive the money from your bank, there will be a four-day clearing period before the funds are invested. This is in case there are any rejections for any reason and if there are none, your trades will be placed on the fifth business day.

If you haven't waived your right to cancel:

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 If you don't waive your cancellation rights, your money will be applied to your account but won't be invested until the cancellation period of 30 days has expired.

We'll invest your money on the next available trading day after the 30-day cancellation period has expired.



### 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](https://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 [register.fca.org.uk/s/](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, 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.

### Want to make any changes?

You can increase or decrease the amount you pay in or stop collections altogether. We'll need your instruction in writing, which you can email to us and we'll call you back to validate your request before we take any action.

If you do cancel or suspend your regular payment and want to restart your direct debit collection, we'll need a new application.



0131 226 9535



client.relations@nucleusfinancial.com



www.nucleusfinancial.com