For advisers

Our new platform

nucleus platform

How to process a GIA single payment and transfer payment top up application

3 minute read

How to process a GIA single payment and transfer 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.

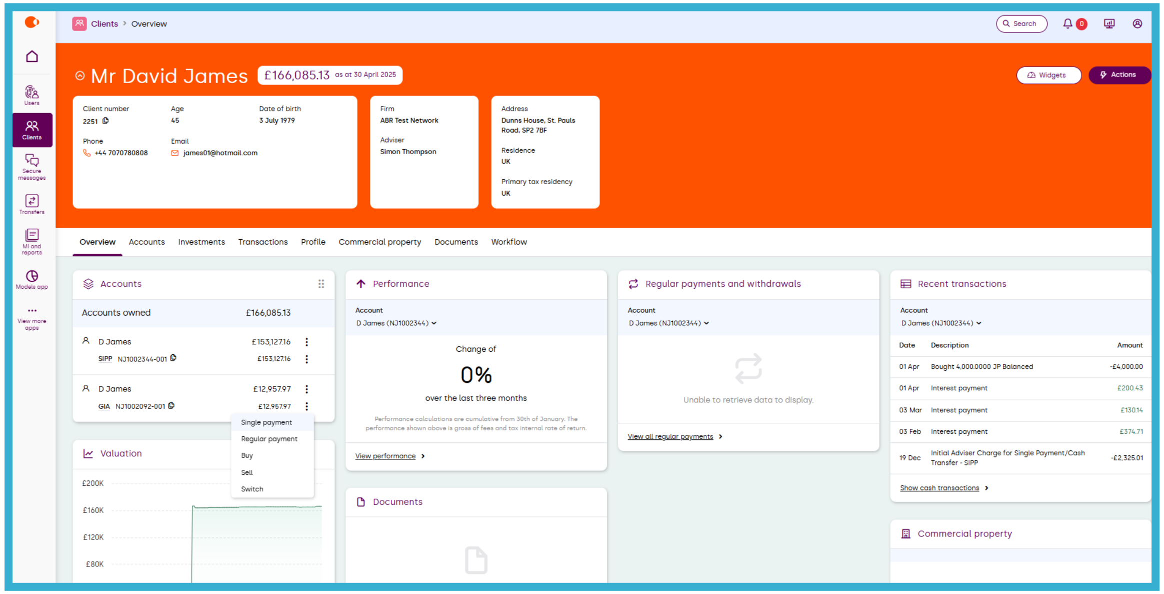
We recommend using the zoom function to view the details on the platform screens in this guide.

How to process a GIA single payment and transfer payment top up application

To start the GIA 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.

From the client home page, within accounts, select the vertical ellipsis (three dots) on the GIA account.

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



Key message

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

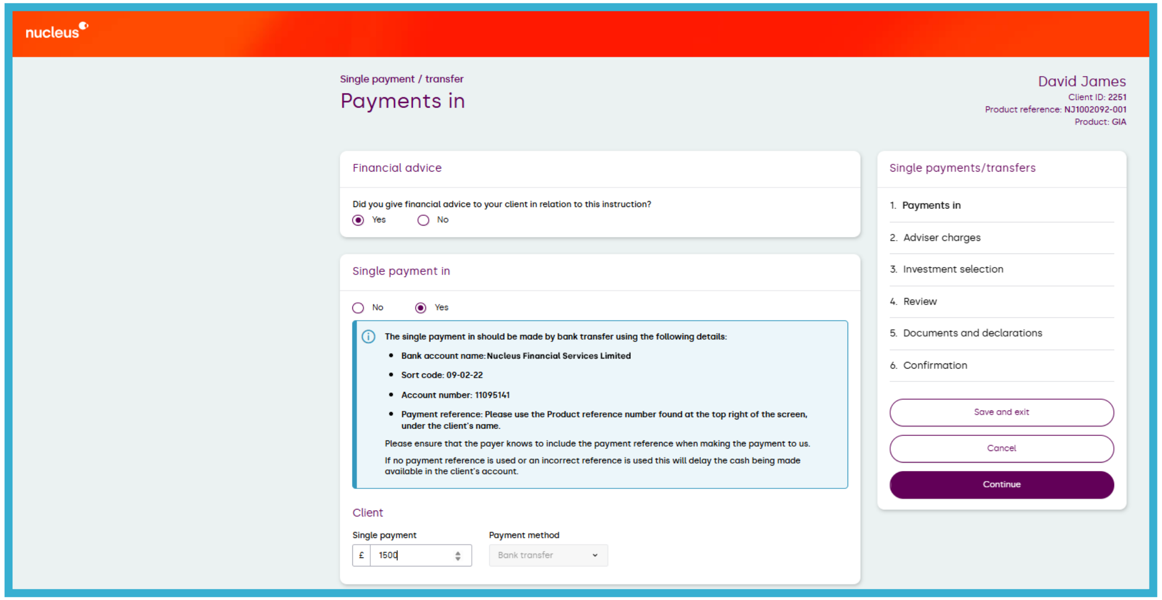
To resume the top up application, navigate to the workflow tab within the client's account.

Payments in

Confirm if financial advice has been provided to the client.

Key message

You can select a top up payment and transfer in within the one application journey.



Single payments

Select '**Yes**' or, if no single payment is required, set as no.

Enter single payment details.

The payment method will automatically default to bank transfer.

Single payments must be made by bank transfer to the bank details displayed on the page. The details can also be found on our website. Your client's account number, which will be shown at the end of the application, should be used as the payment reference.

Failure to provide a payment reference may delay allocating and returning payments.

Transfer payments

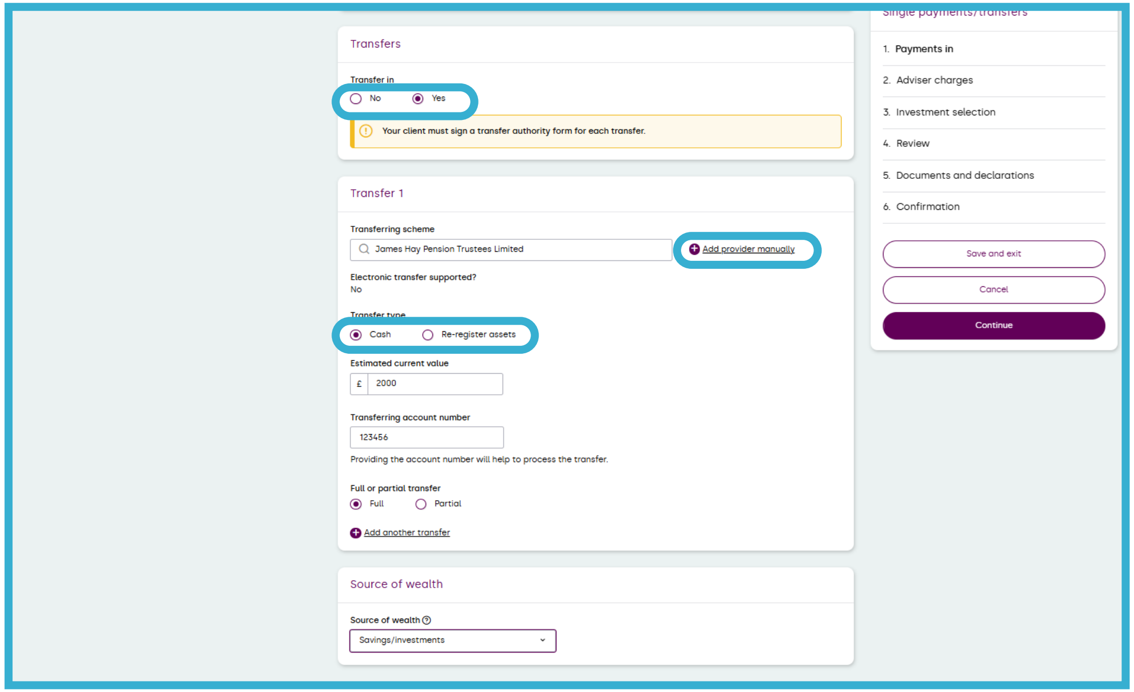
Select either ‘**No**’ or ‘**Yes**’.

Enter the transferring scheme’s name into the search bar and select the provider from the results.

Key message

If you’re unable to locate the transferring scheme using the search bar, you can add the details manually by selecting ‘**Add provider manually**’. Please be aware that adding a transferring scheme manually when it is available from the search bar may lead to delays in processing the transfer.

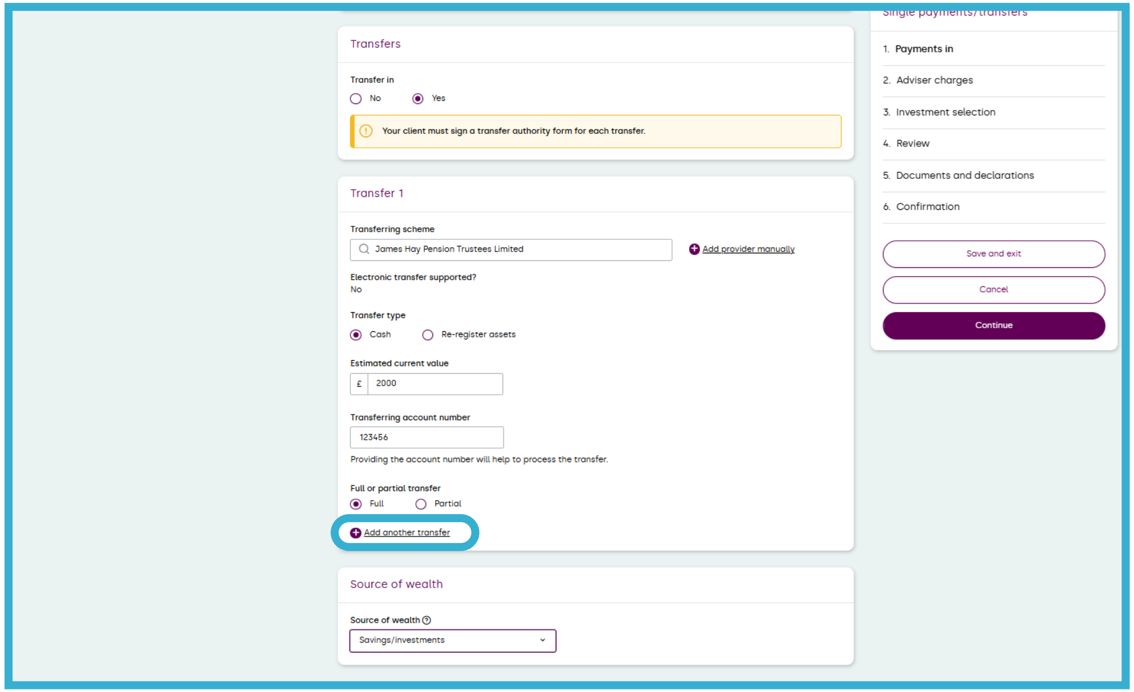
Select ‘**Cash**’ or ‘**Re-register assets**’.



Cash transfer

Enter the transfer value and transferring account number.

Confirm if this if this is a full or partial transfer.



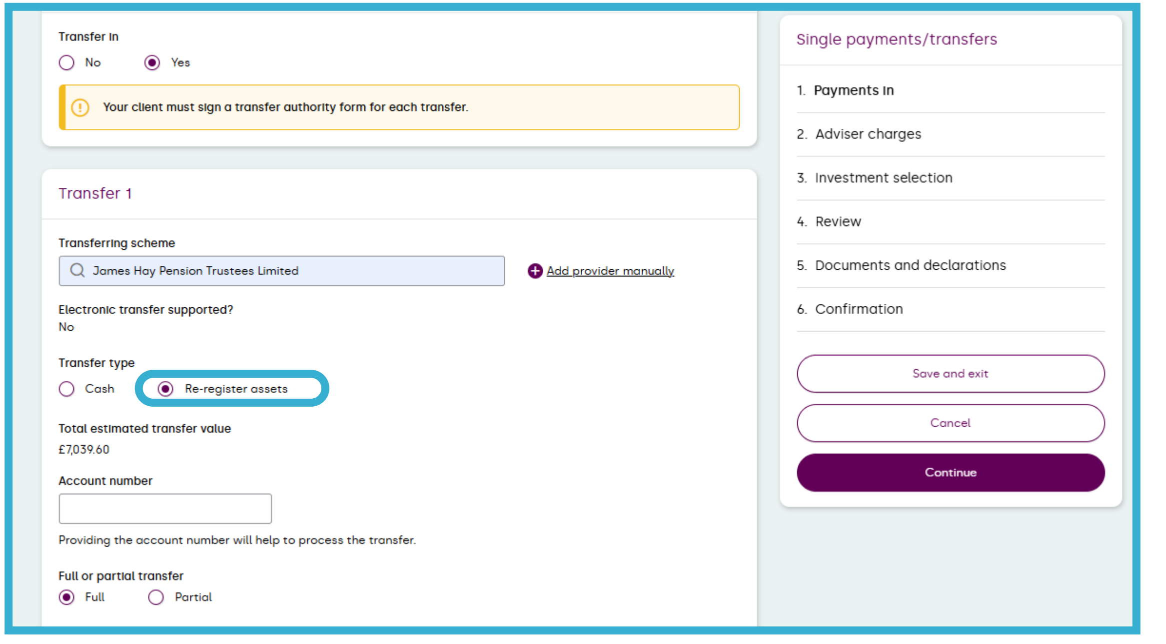
You can add multiple transfers from different providers by selecting '**Add another transfer**'.

Select the source of wealth from the drop-down list.

Re-register assets transfer

The total estimated transfer value will populate based on information provided further down the page.

Enter the transferring account number and confirm if this is a full or partial transfer.



Enter the investment name into the search bar. Select the investment from the results.

You can use the fund name, ISIN or SEDOL number to search for a fund. If any fund you require is suspended, please contact us.

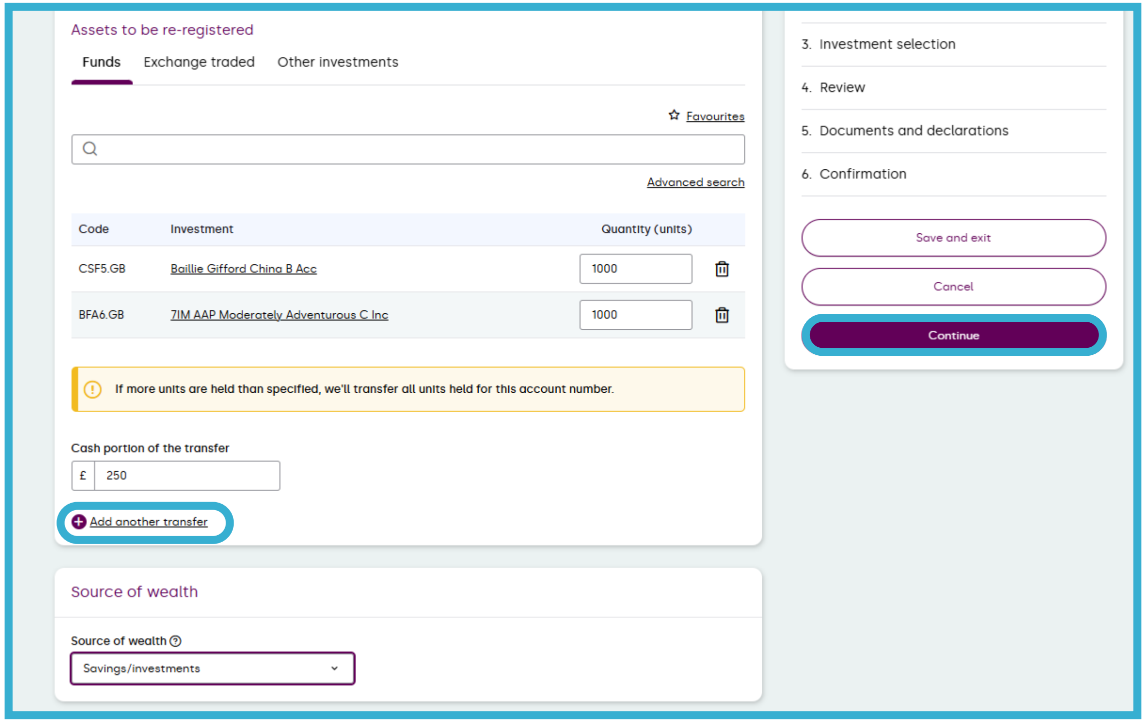
Enter each asset's units.

Enter the cash portion of the transfer, if applicable.

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

Confirm the source of wealth from the 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 an initial adviser charge, please select '**£**' or '**%**' and enter the amount for each payment.

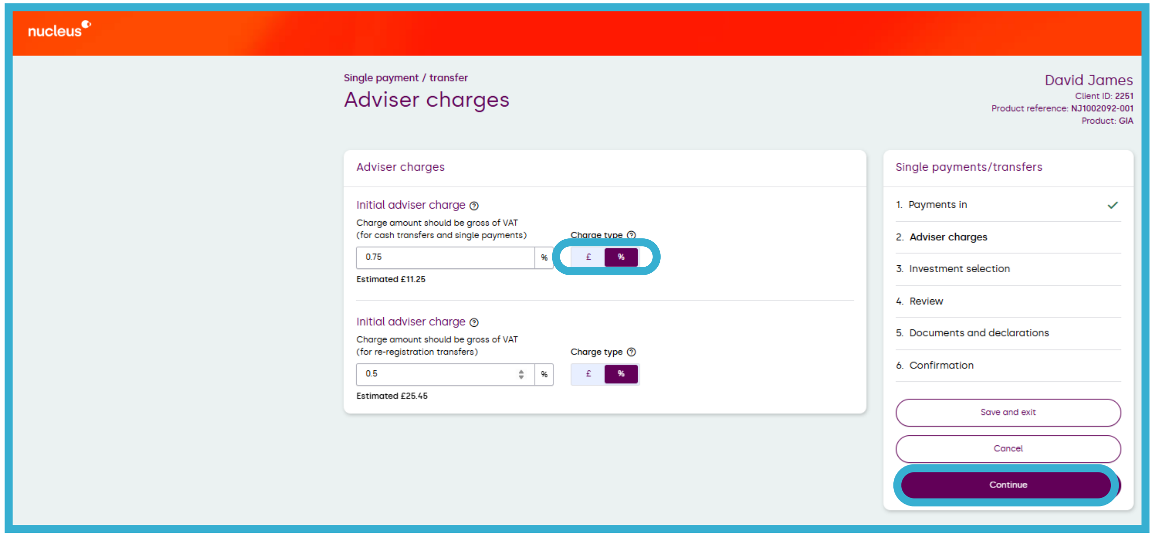
If there are no adviser charges to be deducted, enter zero into the fields.

Estimated adviser charges will be visible during the application. Accurate charges will be deducted from the product upon completion of the top-up.

Key message

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.



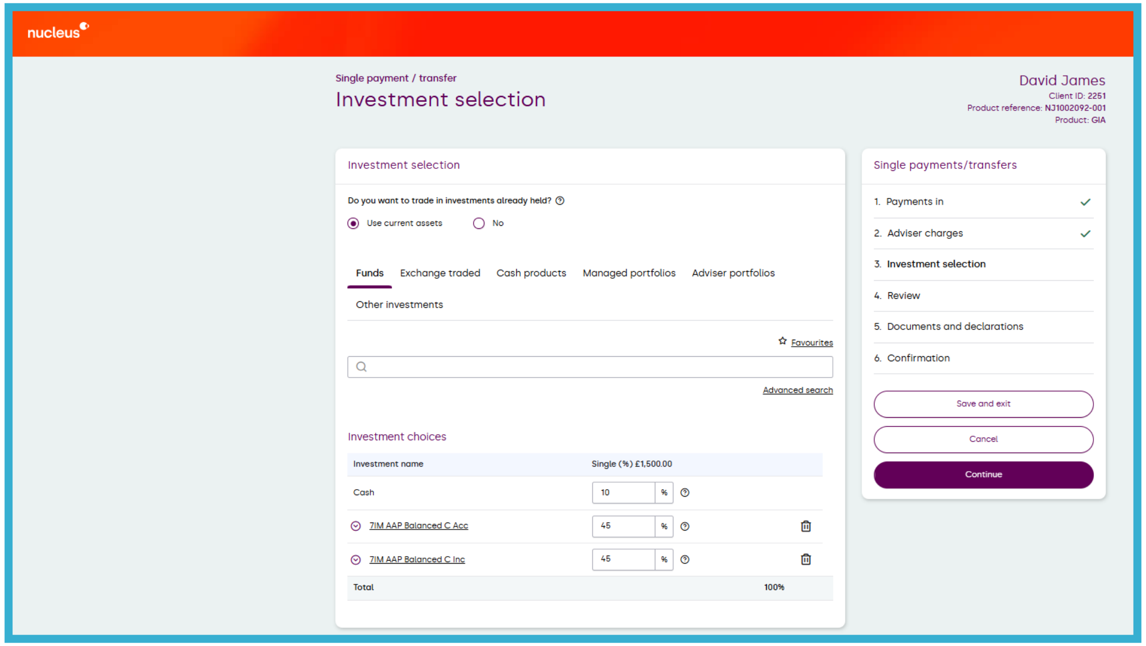
Investment selection

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%.

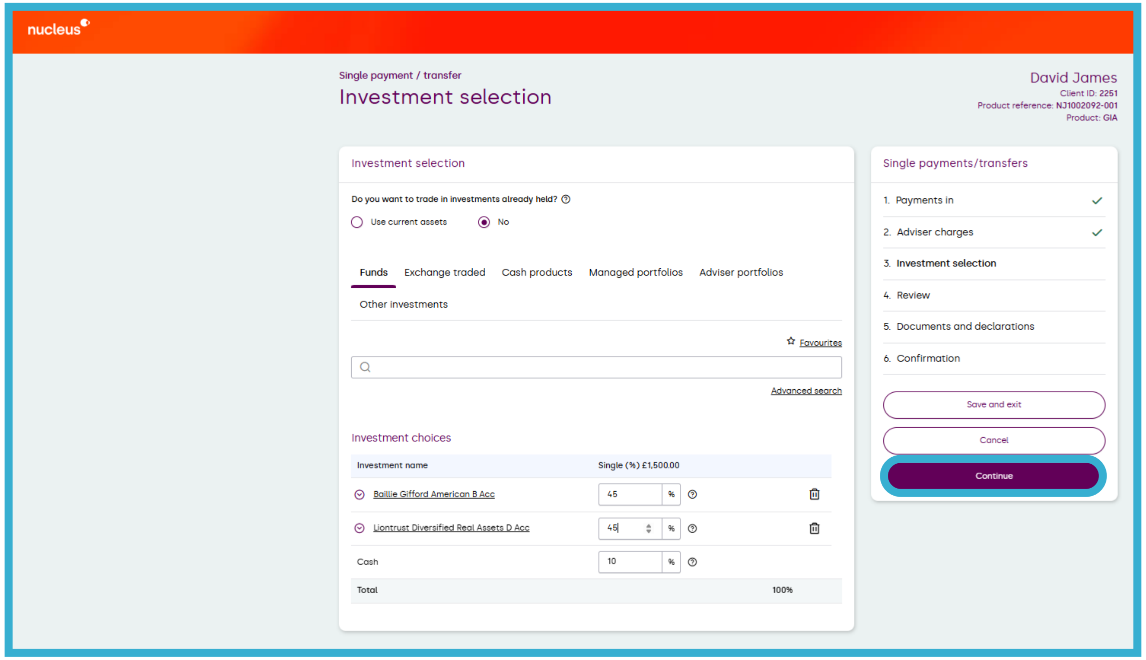


New assets

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

Select the investment type across the headings shown here.

Your client can now hold loose assets, multiple model portfolios, ETIs, and other investments, all within the same account. Investments will be purchased when the cash is available.



Enter the investment name into the search bar, then select the investment from the results.

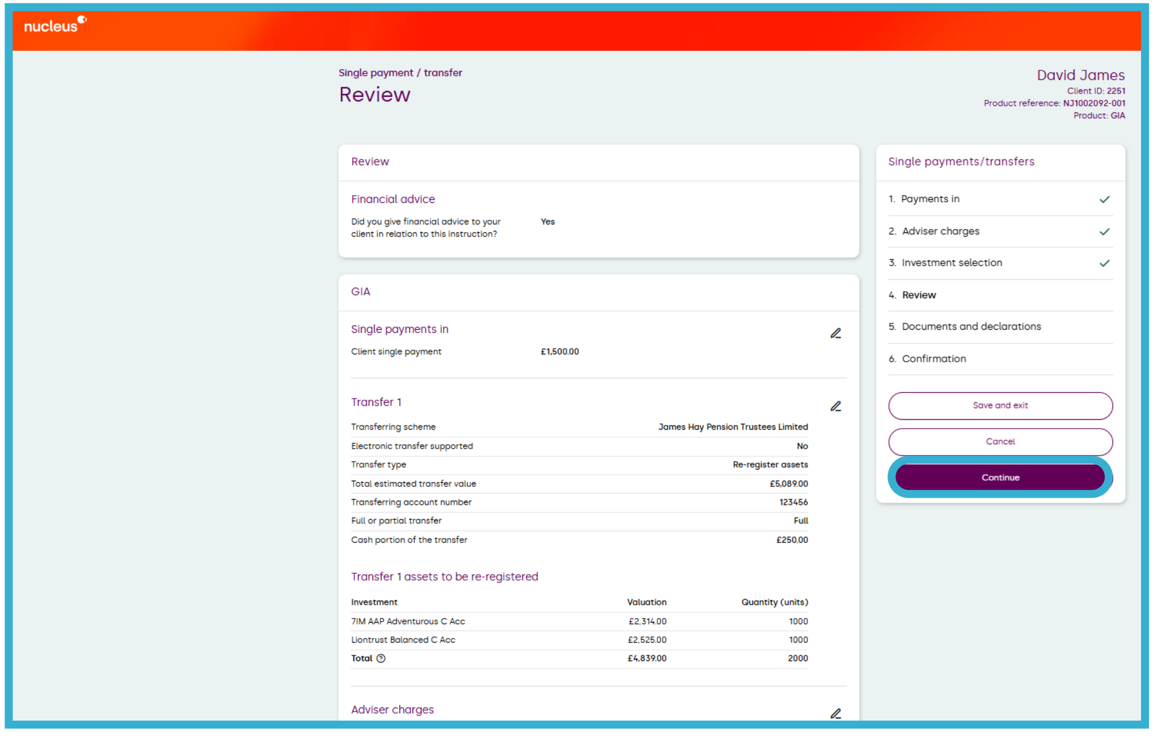
Enter the percentage to be allocated to each investment. Ensure the totals entered equal 100%.

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 or company applications

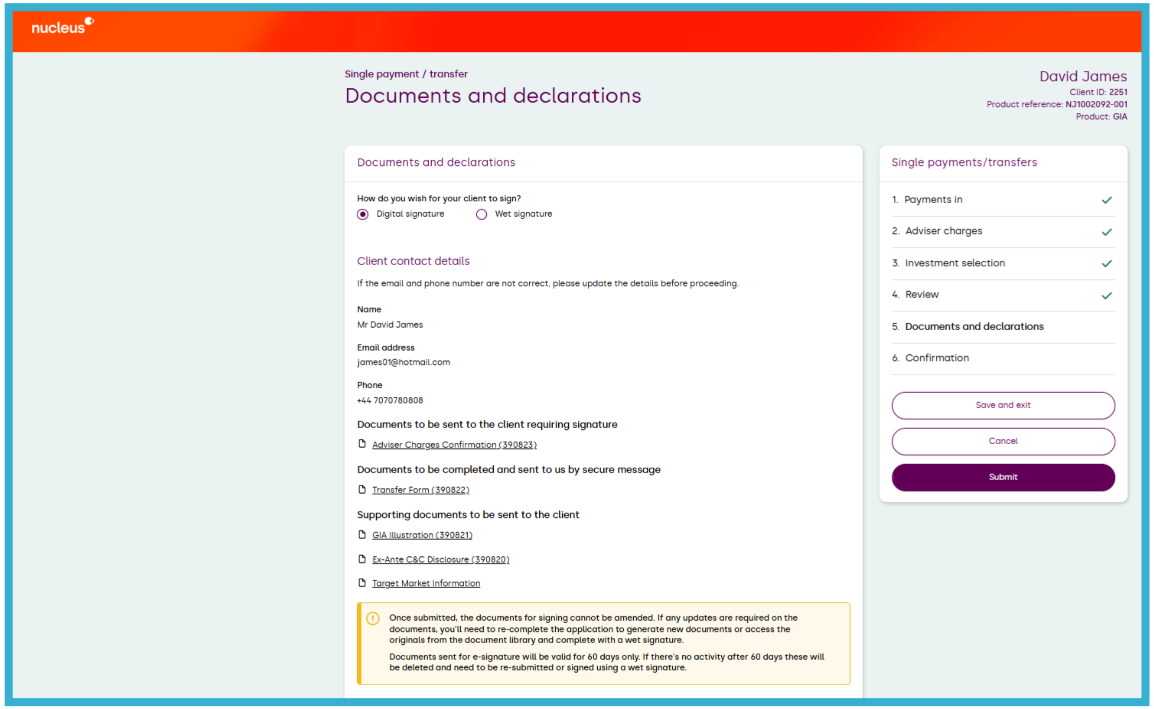
Select how your client wishes to sign their documents.

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 within 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.



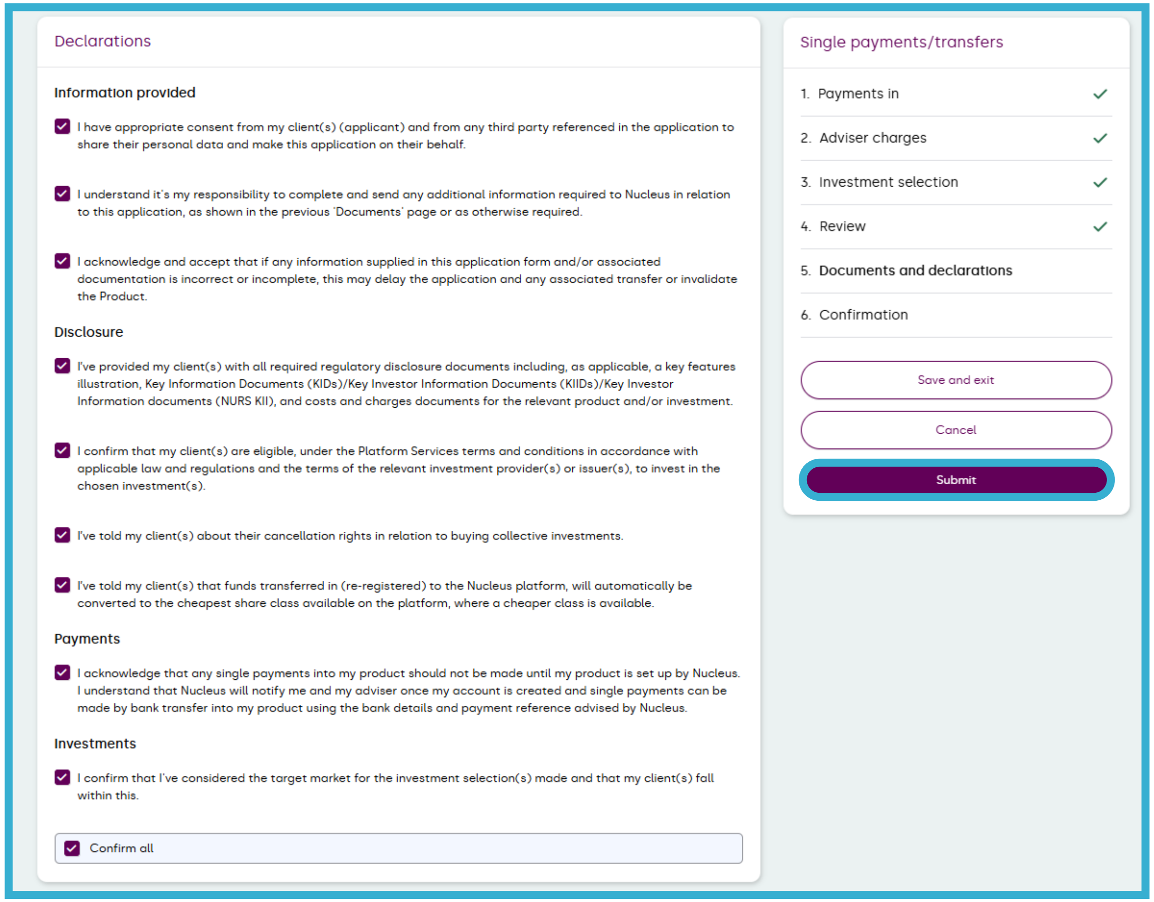
You'll be notified when documents are sent to your client. Digital documents are available for e-signature for 60 days. After that, they're deleted and you'll need to resubmit the application or use a wet signature instead.

If wet signature is selected download and share the documents with your client to be signed.

Once signed please to us via secure message.

Read through the declarations and tick to confirm completion.

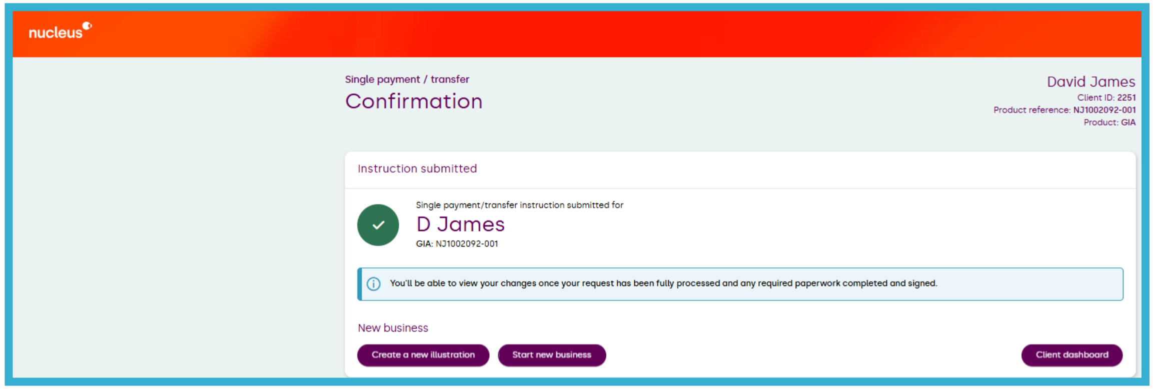
Select '**Submit**' to submit the top up application.



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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