

How to withdraw money from a General account (cash available)

 10 minute read

This guide is designed to help you understand what you need to do to take some or all of your money out of your Nucleus General account, when there's already sufficient cash available to meet your withdrawal needs. We'll also give you an idea of how long this process should take from when we receive your instruction to when the money will arrive in your bank account.

If there isn't enough cash in your account, please refer to our other how to guide on the website

[How to request a sell and withdrawal from a General account.](#)

Where do I start?

There's a form we'll need you to complete and a few different ways we can get this to you so the first step is to get in touch.

You can contact us by email or telephone to start the process to make a withdrawal.

 **Email** client.contact@nucleusfinancial.com

If you email us, we'll ring you back as we need to ask you some questions to complete our security requirements and discuss your request.

 **Phone** 0131 226 9535, Option 1

When you call us, we'll run through some security questions before taking your instruction.

Our security process is designed to protect you and your data so please do bear with us. We'll never ask you to provide your full bank details during a call, or ask you for any debit or credit card details.

What we require

A [withdrawal form](#) for you to complete, sign and date.

[Change of bank details form](#) (if required – see below)


All our forms are designed to be easy to follow and each box has a heading or description showing what needs to be filled in. If you get stuck, please give us a call and we can talk through anything you're unsure of.

Signing the forms

We can only accept a handwritten signature, in ink

Returning the form(s)

You can post the forms to us:

 **Mail** Nucleus client relations, PO Box 26968, Glasgow G2 9DY

 **Email** Or you can return your forms electronically to client.contact@nucleusfinancial.co.uk

If you need to update your bank account

When we speak to you, we'll check the bank account you wish to use for the payment is on our records (we only need the last four digits of your bank account number). If your bank details are out of date or you simply want the money paid to another account in your name, we'll need you to complete and sign another form (Change of bank details form) so we can update your record and make sure your money goes to the right place.

Next steps

Once we've received your completed form(s), and if you've included a change of bank details form we'll need to speak to you to verify the details. We'll either email you to ask you to call us back or give you call.

How long will this take?

Once we've validated your request, we'll arrange for the withdrawal to be processed. This will be completed within one business day, and you should receive your funds the next working day.

Please note that if you've requested new bank details to be added, the process will take a little longer as the bank account will have to be updated on our records before the withdrawal is processed. We aim to update our records within two business days. Once updated, we'll process your withdrawal the following day and you'll receive your money the day after (so roughly four to five business days).

Financial advice

Before withdrawing money from your account, or making any decisions about your investments, we'd always recommend you seek advice from an authorised financial adviser. 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 <https://www.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 option button alongside 'Firms' and click search. You can then review the results of your chosen firm.

Execution only

If you have not received any advice from a financial adviser, 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.



Be fraud aware

We'd all like to think we'd never fall for a scam but unfortunately fraudsters are becoming ever more sophisticated and devious. They'll go to great lengths to try and take your money. If something seems too good to be true it usually is.

If you're intending to send money on to a third party you should think about this carefully before you request a full or partial withdrawal of your investments.

Things to consider:

- Do you know the person you're sending money to?
- Are you feeling pressured to make this payment – even if it's by someone you know like a friend, neighbour or family member?
- Did you hear about an offer online, on social media, through a cold call or an unexpected government refund scheme?

If you've been contacted out of the blue by someone you don't know this could be a scam. You can go online and check the Financial Services Authority Register www.register.fca.org.uk/s/ to see if the person offering you financial advice or other financial services is authorised to do so. If you're concerned speak to us, and we'll do our best to help. Or give your local police a call.

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



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www.nucleusfinancial.com