

Online servicing and disinvestment guidance

This guide aims to help you understand what you can do online for your clients, including our automatic disinvestment process.

Auto disinvestment

This is a process that raises cash on accounts in order to fund withdrawals and payment of adviser and Nucleus fees. Accounts created will by default have this feature enabled with a pro-rata sell down.

Manage your client's cash balance

Auto disinvestment can be managed via the Natural income and Withdrawals tab on the account summary page. You can choose to edit the auto disinvestment options to suit your client's cash needs. If auto disinvestment breaches the 80% tolerance in place for the amount to be sold, this trade will be converted to units allowing it to overcome the tolerance block. Your options include:

- Pro-rata
- Custom – you select the funds to sell
- None – if selected no disinvestment will occur for withdrawals and fees, this means you should manage the cash balance on the account with manual sell downs.

It's important to make sure there's sufficient cash to pay regular withdrawals, pension income, PCLS, fees etc. when due. By setting up auto sell down, this ensures that the account will auto generate disinvestments when necessary and ensure there is no delay to income and fees being paid. You can also:

- Set up alerts to tell you when your clients' cash balances fall below 1% or above 5%
- Run the cash balance report to monitor the clients' cash position.

View client details

- Client personal details including name, date of birth, national insurance number, address, bank account and email address
- Transactions including lump sum investments, regular withdrawals and contributions
- Fees and Nucleus charges
- Selected pension age
- Pension beneficiaries
- Current tax, where pension income is being taken
- Correspondence

Update client details

- Add or amend client's nationality and tax residency
- Add an email address to generate online access registration
- Update an existing email address
- Update the client's National Insurance number
- Add or edit the client's telephone numbers
- Change correspondence and residential address
- Update client site access – changing access to transaction history and memo assets
- Update a client's retirement age
- Change country of residence* (this should be considered when changing a client's residential address)
- Change salutation for correspondence
- Update a clients marital status
- Update a clients employment status

* If the country of residence is outside UK, you will need to contact us via Jira Messaging to have the country updated. For more details please see the [Nationality and Residency questionnaire \(0164\)](#).

New business

Set up regular withdrawals for General, General (gross) and Isa accounts by top up/add investment with no need to send any paperwork.

Ad-hoc fees

You can now request an ad-hoc fee for a client account without asking the client to sign a form, this is subject to the fee being less than £10,000. Instead, you can simply process the request yourself using our platform tool, which is available by selecting 'Ad-hoc fee' from the account details dropdown menu. The tool will take the fee from the account's available cash balance, however, if there's not enough cash available to cover the full fee, a disinvestment will trigger and the total fee requested will be paid once the sells have settled.

Your client will then be sent a confirmation letter once the fee is paid.

If the fee is equal to or greater than £10,000, to allow us to process the fee, please ask the client to complete the ad-hoc fee - client authority form (0160) which is available from our platform library.

The fee will be deducted from the account's available cash balance. Once the instruction has been reviewed, we will confirm so that sell orders can be placed.

Arrange inter account transfers

- Bed and Isa/Jisa, move cash and/or assets from General to Isa/Jisa accounts with minimal time out of the market. (Jisa where the Registered contact has a General account)
- Move cash and/or assets between same wrappers for the same client.

Use the platform reports and tools to:

- Get the latest update on outstanding trades and transfers
- Set up alerts to receive notifications when particular events occur on an account
- Use Narrate to carry out client reviews
- Carry out a bulk asset switch
- Create and edit model portfolios
- Carry out bulk model portfolio reassign and rebalance
- Prepare pre-sale illustrations

Online servicing

- Check Isa/Jisa subscriptions for the current tax year
- Check adviser fee payments
- Close a General, Gross General, Isa or PEP/Isa account

Access drawdown details including:

- Review frequency
- Maximum income
- Tax code
- Next review date

Please refer to the 'user guide' section in the platform library for more details on these functions or contact your regional client relations manager if you'd like to arrange training.

Client maintenance options

This functionality lets you manage withdrawals and regular contributions but isn't available for Offshore Bond, Corporate and Trust accounts or Pension employer contributions. For these types of accounts or contributions, we'll need written instructions. Please see the table below for details.

Account	One off withdrawal (leaving at least 0.17% cash on account)	Change regular withdrawal				Change regular contribution			
		Amount	Frequency	Payment date	Suspend	Amount	Frequency	Payment date	Suspend
General*	✓	✓	✓	✓	✓	✓	✓	✓	✓
General* (general gross)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Isa	✓	✓	✓	✓	✓	✓	✓	✓	✓
Jisa	✗	✗	✗	✗	✗	✓	✓	✓	✓
Pension*	n/a	n/a	n/a	n/a	n/a	✓	✓	✓	✓
Drawdown (regular income)	✗	✓	✓	✓	✓	✗	✗	✗	✗
Onshore Bond*	✗	✓	✓	✓	✓	n/a	n/a	n/a	n/a
Offshore Bond	✗	✗	✗	✗	✗	n/a	n/a	n/a	n/a

*online withdrawal instruction and maintenance not available for trust, corporate accounts and employer pension contributions



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