

For advisers

Our new
platform

nucleus^o
platform

How to process
a **trust** General
Investment Account
(GIA) new business
application

 6 minute read



How to process a trust GIA new business application

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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 trust GIA new business application



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 start the Trust General Investment account (GIA) new business application, you first need to create your client. To create your client please refer to the Create a client quick guide.

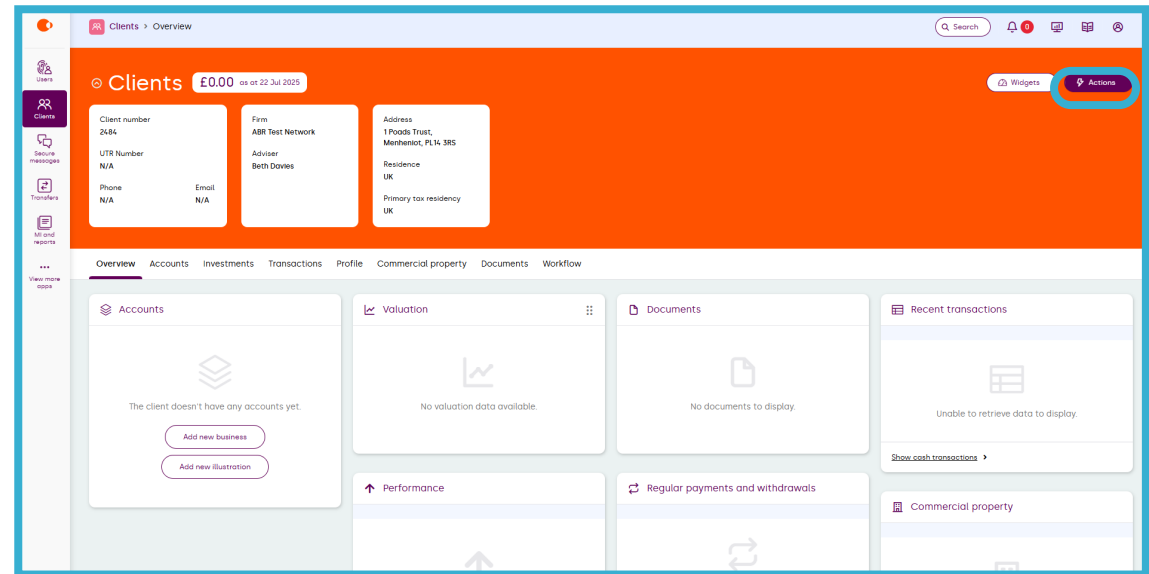
If an existing client wishes to open a GIA, please follow the search client process shown in the Client search guide.

Once you've created or located your client, you can refer to this guide to proceed with submitting the Trust GIA new business application.



Trustees, beneficiaries and settlors are required to complete the application. They must be new or existing clients on the platform.

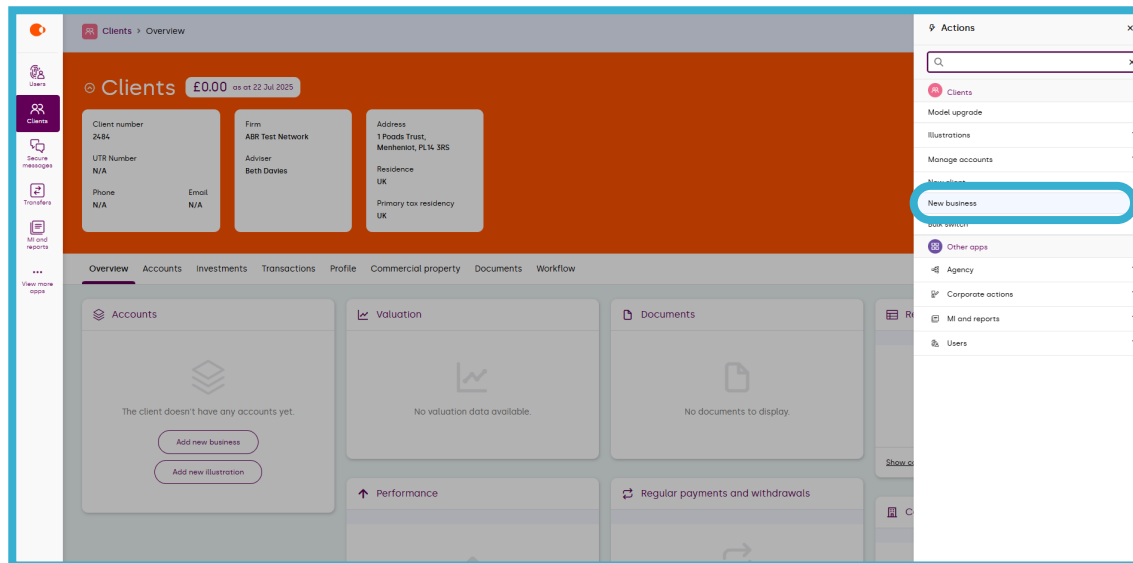
From the client home page please select the **'Actions'** button.



A list of actions will appear. To create the new business application, click **'Actions'** and select **'New Business'**.

Key message

At any stage of the application, you can save and exit the application. To resume the application, navigate to the workflow tab within the client's account.



Full client details



The assigned firm and adviser can be changed by selecting from the drop-down lists.

Please note new business applications can only be accepted on an advised basis. You must confirm advice has been provided by selecting **'Yes'**.

Enter the 10–13 digit Unique Taxpayer Reference (UTR).

Enter the client's email address and phone number.

Key messages

When entering the client's phone number please enter the phone number without a '0'.

The client's email address and phone number are optional as trust client's correspondence can't be sent or completed digitally.

Enter the trust's address or postcode into the search bar and select the correct address. If the address can't be found, select **'enter an address manually'** and complete the address details.

Key message

The client's address can be amended once chosen by selecting the 'pencil' icon next to the address.

If the client requires an alternative correspondence address please contact us. Alternatively, the client can amend this through the customer portal.


Select the country of establishment/incorporation of the trust from the drop-down list.

Enter the trust's Legal Entity Identifier (LEI) code.




The LEI must be a 20-character, alpha numeric code. This helps identify legal entities participating in financial transactions. If you don't enter details of the applicants LEI code, it will not be possible to trade in Exchange Traded Instruments.

Address

1 Poods Trust 
Menheniot
Liskeard
PL14 3RS
UK

ⓘ Please note PO boxes, 'care of' or financial adviser business addresses can't be used.


ⓘ If your client wishes to use an alternative address for correspondence, we need to receive written confirmation directly from the client. They can send this to us by secure message or in writing to Nucleus, Suite 202, Warner House, 123 Castle Street, Salisbury, SP1 3TB.

Use this address for all correspondence? 

Yes No

Regulatory

Country of establishment/incorporation of the Trust
UK

LEI code 
123456789123456789ab

New business

1. Full client details
2. Product selection
3. Review
4. Documents and declarations
5. Confirmation

Save and exit

Cancel

Next: Product selection

Key message

Trustees, settlors and beneficiaries must be new or existing clients on the platform. To create a new client, **'Save & exit'** this application and refer to the 'Create a client' guide.

Enter the trustee's name into the search bar and select **'Search'**.

Select **'Add'** for each relevant trustee.

If the trustee is an existing client their information will be pre-populated.

If the client is a new trustee, the name and date of birth will be pre-populated. Please enter the trustees:

- Phone number
- National Insurance number
- Nationality
- Address
- Tax residency

If there are multiple trustees, select **'Add another trustee'** and enter all the required information.

Client	Date of birth	Assigned adviser	Add client
Amber Example	15/12/1997	ZM Test Adviser	Add
Bianca Example	04/07/1969	JM Test Adviser	Add
Brian Example	01/01/1968	Debbie Uys	Add
Elizabeth Example	01/06/1968		Add
Ellen Example	01/01/1970	James Place	Add

Enter the settlor's name into the search bar and select **'Search'**.

Select **'Add'** for each relevant settlor.

Add a settlor

Q example Search

Client	Date of birth	Assigned adviser	Add client
Amber Example	15/12/1997	ZM Test Adviser	Add
Bianca Example	04/07/1969	JM Test Adviser	Add
Brian Example	01/01/1968	Debbie Uys	Add
Elizabeth Example	01/06/1968		Add
Ellen Example	01/01/1970	James Place	Add

<< < 1 2 3 > >> Result per page: 5

- Product selection
- Review
- Documents and declarations
- Confirmation

Save and exit

Cancel

Next: Product selection

If the settlor is an existing client their information will be pre-populated.

If the client is a new settlor, the name and date of birth will be pre-populated. Please enter the settlor's:

- Phone number
- National Insurance number
- Nationality
- Address
- Tax residency

If there are multiple settlors, select **'Add another settlor'** and enter all the required information.

Bianca Example

Date of birth
4 July 1969

Email address
Bexample@jameshay.co.uk

Phone Country Phone number
Mobile UK (+44) 7000000000

Tax residency
UK

National insurance number
AB90876B

Country of nationality
UK

Milford House
43-55 Milford Street
Salisbury
SP1 2BP
UK

Please note PO boxes, 'care of' or financial adviser business addresses can't be used.

- Full client details
- Product selection
- Review
- Documents and declarations
- Confirmation

Save and exit

Cancel

Next: Product selection

Enter the beneficiary's name into the search bar, select '**Search**'.

Select '**Add**' for each relevant beneficiary.

The screenshot displays a web interface for adding a beneficiary. At the top, there is a search bar containing the text 'example' and a 'Search' button. Below the search bar is a table with the following columns: Client, Date of birth, Assigned adviser, and Add client. The table contains five rows of data, each with an 'Add' button in the 'Add client' column. At the bottom of the table, there is a pagination control showing '1' as the current page and a 'Result per page:' dropdown set to '5'. To the right of the table, there are three buttons: 'Save and exit', 'Cancel', and 'Next: Product selection'.

Client	Date of birth	Assigned adviser	Add client
Amber Example	15/12/1997	ZM Test Adviser	Add
Bianca Example	04/07/1969	JM Test Adviser	Add
Brian Example	01/01/1968	Debbie Uys	Add
Elizabeth Example	01/06/1968		Add
Ellen Example	01/01/1970	James Place	Add

<< < 1 2 3 > >> Result per page: 5

+ Add another beneficiary

Save and exit
Cancel
Next: Product selection

If the beneficiary is an existing client their information will be pre-populated.

If the client is a new beneficiary, the name and date of birth will be pre-populated. Please enter the beneficiary's:

- Phone number
- National Insurance number
- Nationality
- Address
- Tax residency

If there are multiple beneficiaries, select '**Add another beneficiary**' and enter all the required information.

Once you're happy with the client details, select '**Next: Product selection**' to move on to the account selection page.

The screenshot shows a web form for entering beneficiary details. The form is titled 'Beneficiary' and contains the following fields and sections:

- Name:** Ellen Example
- Date of birth:** 1 January 1970
- Email address:** drellenexample@nucleus.com
- Phone:** Mobile (dropdown)
- Country:** UK (+44) (dropdown)
- Phone number:** 01234567891
- Tax residency:** UK (dropdown)
- National Insurance number:** JJ010206A
- Country of nationality:** UK (dropdown)
- Address:** Milford House, 43-55 Milford Street, Salisbury, SP1 2BP, UK

A yellow warning box states: 'Please note PO boxes, 'care of' or financial adviser business addresses can't be used.'

Below the warning box is a question: 'Use this address for all correspondence?' with radio buttons for 'Yes' (selected) and 'No'.

At the bottom left of the form is a button: '+ Add another beneficiary'.

On the right side, a progress sidebar lists the steps: 1. Full client details, 2. Product selection, 3. Review, 4. Documents and declarations, 5. Confirmation. Below the sidebar are three buttons: 'Save and exit', 'Cancel', and 'Next: Product selection' (highlighted in purple).

Product selection

Confirm if you would 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 distinguish between the accounts on your client's home page. This name will be visible to your client in their customer portal.

Select '**Standard Nucleus Platform products**'.

Select '**Nucleus GIA**'.

Confirm if your client would like to set up regular withdrawals.

Once you're happy with your product selection, select '**Next: Payments in**' to move on to the payments selection page.

Key messages

The adviser firm the client is associated with determines what account types are available for selection.

General Investment Account (GIA) and Offshore Bond are the only products that are available for trusts.

Payments in

Select 'Yes' or 'No' for each payment type.

Key message

You can select multiple payment types in one application.

Single payments



Single payments must be sent by bank transfer using the displayed bank details, which are also accessible on our website. Include your client's account number, located at the end of the application, as the payment reference to avoid processing delays.

Enter single payment details.

The payment method will automatically be set to bank transfer.

The screenshot shows the 'nucleus' interface for a 'New business' application. The main heading is 'Payments in'. On the right, a progress bar shows '1. Full client details' and '2. Product selection' as completed, and '3. GIA' as the current step. Below this, a list of sections includes 'Payments in', 'Adviser charges', and 'Investment selection'. The 'Payments in' section is expanded to show 'Single payments in' with radio buttons for 'No' and 'Yes' (selected). A blue information box states: 'Payments detailed in this application (by any payer) should not be made until this account is created. This will happen once all required consent and signatures have been obtained from the client. You'll receive a platform notification when the account has been created and payments in can be made.' Below this, the 'Client' section shows 'Single payment' as '£ 10000' and 'Payment method' as 'Bank transfer'.

Regular payments

Enter the regular payment amount, payment frequency, first collection date and the duration.



The first collection date can be any date from 1 – 28 of the month. A minimum of 10 working days is required to set up the Direct Debit instruction.

Select the bank account from the drop-down list.

If you need to add a new bank account, please select '**Add new bank account**' and complete the client's bank details.

The screenshot shows a web form titled "Regular payments in" with the following sections:

- Regular payment:** Radio buttons for "No" and "Yes" (selected).
- Client:** Input fields for "Regular payment" (£ 100) and "Payment frequency" (Monthly).
- First collection date:** A date picker showing 19/08/2025.
- Information box:** A blue box with an information icon stating: "The date selected is the earliest date the first payment could be collected. We'll need to receive a signed Direct Debit instruction confirming the payer's bank details before we're able to start collecting payments. If it's not possible to collect the payment on this date, the first collection date will roll forward based on the frequency selected. The first payment date will continue to roll forward at the frequency selected until all outstanding requirements are met."
- Continue:** A dropdown menu with "Until further notice" selected.
- Payment method:** A dropdown menu with "Direct Debit" selected.
- Bank account:** A dropdown menu with "Please select" and a red "Add new bank account" button below it.

On the right side, there is a "New business" progress bar with the following steps:

1. Full client details ✓
2. Product selection ✓
3. GIA
 - Payments in
 - Adviser charges
 - Investment selection
4. Review
5. Documents and declarations
6. Confirmation

At the bottom right, there are three buttons: "Save and exit", "Cancel", and "Next: Adviser charges".

Confirm if the bank account is for '**Direct Debits**' and/or a '**Nominated account for withdrawals**'.

Select '**Save**', to submit the bank details.

Bank account details

Non-UK bank accounts can't be set up through the platform. Please visit the Literature app to find the relevant form to download, complete and return to us for this bank account to be added.

Owner
Trust

Bank name
High Street

Sort code
01 01 01

Account number
12345678

Building society roll number (optional)

Account name
Trust Example

Address line 1 (optional)

Address line 2 (optional)

Address line 3 (optional)

Postcode (optional)

Direct Debit instruction
 Nominated account for withdrawals

The Direct Debit instruction will be requested to be signed when this bank account is first selected in any of the following requests:

- New business
- Add product
- Add regular payment

Cancel Save

New business

1. Full Client details ✓
2. Product selection ✓
3. GIA
Payments in
Adviser charges
Investment selection
4. Review
5. Documents and declarations
6. Confirmation

Save and exit
Cancel
Next: Adviser charges

Transfer payments

Select 'Yes'.

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

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.

Confirm whether this is either a cash or in-specie transfer.

Cash transfer payments

Enter all the transfer details.

Key message

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

The screenshot displays the 'Transfers' section of the GIA new business application. It features a 'Transfer In' section with radio buttons for 'No' and 'Yes', where 'Yes' is selected. A yellow warning box below states: 'Your client must sign a transfer authority form for each transfer.' Below this is the 'Transfer 1' section, which includes a search bar for the 'Transferring scheme' (containing 'James Hay Pension Trustees Limited') and a '+ Add provider manually' button. The 'Electronic transfer supported?' field is set to 'No'. The 'Transfer type' section has radio buttons for 'Cash' (selected) and 'Re-register assets'. The 'Estimated current value' is entered as '£ 10000'. The 'Account number' is '123456', with a note: 'Providing the account number will help to process the transfer.' The 'Full or partial transfer' section has radio buttons for 'Full' (selected) and 'Partial'. At the bottom of the 'Transfer 1' section is a '+ Add another transfer' button. On the right, the 'New business' progress sidebar shows steps: 1. Full client details (checked), 2. Product selection (checked), 3. GIA (current step), 4. Review, 5. Documents and declarations, and 6. Confirmation. Below the sidebar are buttons for 'Save and exit', 'Cancel', and 'Next: Adviser charges'.

Re-registered assets

Enter all transfer details.

Enter the assets that will be re-registered into the search bar.

Enter each asset's units.

Key message

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

Enter the cash portion value of the transfer.

Key message

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

Transfer 1

Transferring scheme

 [+ Add provider manually](#)

Electronic transfer supported?
No

Transfer type

Cash Re-register assets

Total estimated transfer value
£60,676.00

Account number

Providing the account number will help to process the transfer.

Full or partial transfer

Full Partial

Assets to be re-registered

Funds Exchange traded Other investments

[★ Favourites](#)

[Advanced search](#)

Code	Investment	Quantity (units)	
BFB9.GB	7IM AAP Adventurous C Acc	10000	
BQ69.GB	Baillie Gifford American B Acc	2000	

If more units are held than specified, we'll transfer all units held for this account number.

Cash portion of the transfer

£

[+ Add another transfer](#)

New business

1. Full client details ✓
2. Product selection ✓
3. GIA
 - Payments in
 - Adviser charges
 - Investment selection
4. Review
5. Documents and declarations
6. Confirmation

[Save and exit](#)

[Cancel](#)

[Next: Adviser charges](#)

Confirm the source of funds from the drop-down list.

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

The screenshot shows a web form with the following elements:

- Full or partial transfer:** Two radio buttons, 'Full' (selected) and 'Partial'.
- Add another transfer:** A button with a plus icon and the text 'Add another transfer'.
- Source of funds:** A section header above a dropdown menu.
- Source of funds:** A dropdown menu with 'Savings/Investments' selected.
- Navigation buttons:** Three buttons on the right side: 'Save and exit', 'Cancel', and 'Next: Adviser charges' (highlighted in purple).

Adviser charges

If you're applying for an initial adviser charge, please enter the amount and select '£' or '%'.
Confirm whether any ongoing adviser charges will be deducted from the head account or product.

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



You can find more information about adviser charges at either head or product level on our website.

Key message

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

The screenshot shows the 'Adviser charges' section of a 'New business' application in the Nucleus system. The client is identified as 'B Trust' with 'Client ID: 2484'. The form includes a section for 'Initial adviser charge' with a note that the amount should be gross of VAT for cash transfers and single payments. A numeric input field contains '1', followed by a dropdown menu for 'Charge type' with '£' and '%' options. Below the input, it says 'Estimated £600.00'. To the right, a 'New business' progress bar shows three steps: '1. Full client details' (checked), '2. Product selection' (checked), and '3. GIA' (unchecked).

Head account ongoing adviser charge

Choose **'Head Account'**.

Select the **'Tiers'** drop-down to select a tiering structure that's saved on your network.

To create new tiering groups, enter the low limit amount and then select **'Insert tier'**

Repeat step, to set up all tiering groups.

Enter a percentage rate for each group.

Key message

You can set up a maximum of 11 tier groups.

Select the frequency from the drop-down list.

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

Ongoing Adviser Charge (OAC)

Ongoing Adviser Charge (OAC) charged on
 Head account Product

Tiers
 JHP-65115

Add lower limit
 £

Tiering group	Rate	Action
First £5,000.00	2 %	<input type="button" value="Delete"/>
From £5,000.00 to £8,000.00	1.5 %	<input type="button" value="Delete"/>
From £8,000.00 to £18,000.00	1 %	<input type="button" value="Delete"/>
From £18,000.00 to £25,000.00	0.75 %	<input type="button" value="Delete"/>
From £25,000.00	0.5 %	<input type="button" value="Delete"/>

Frequency
 Monthly

Do you want to exclude assets when calculating OAC?
 Yes No

New business

- Full client details ✓
- Product selection ✓
- GIA
 - Payments in ✓
 - Adviser charges
 - Investment selection
- Review
- Documents and declarations
- Confirmation

Product ongoing adviser charge

Select '£' or '%'.

Confirm if the product ongoing adviser charge is tiered.

If the ongoing adviser charge isn't tiered, please 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.

The screenshot shows a form titled "Ongoing Adviser Charge (OAC)" with the following fields and options:

- Ongoing Adviser Charge (OAC) charged on:** Radio buttons for "Head account" and "Product" (selected).
- Charge type:** A toggle switch between "£" and "%" (selected).
- Do you wish to set up tiers?:** Radio buttons for "Yes" and "No" (selected).
- Annual rate:** A text input field containing "0.5" and a dropdown menu for "%".
- Frequency:** A dropdown menu with "Monthly" selected.
- Do you want to exclude assets when calculating OAC?:** Radio buttons for "Yes" and "No" (selected).

On the right side, a "New business" progress bar shows the following steps:

1. Full client details ✓
2. Product selection ✓
3. GIA
 - Payments in ✓
 - Adviser charges
 - Investment selection
4. Review
5. Documents and declarations
6. Confirmation

Regular adviser charges



The regular adviser charge appears if a regular payment has been selected.

Enter the fee payment amount, frequency and the number of fee payments.

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

Regular adviser charges

i If you want to collect the initial adviser charge in full, you'll need to record the adviser charges here as '0' and then process an ad-hoc adviser charge.

Fee payment
Charge amount should be gross of VAT
£ 10

Frequency
Monthly

Number of fee payments
24

Total fee amount: £240.00
Projected end date: 22 Jul 2027

Save and exit

Cancel

Next: Investment selection

Investment selection

Select the investment type across the headings shown.



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

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

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

Key message

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

Select a distribution preference.

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

New business
B Trust
Client ID: 2484

Investment selection

Investment selection
☆ Favourites

Funds
Exchange traded
Managed portfolios
Adviser portfolios
Other investments

Advanced search

Investment

Investment name	Single + Cash transfer	Regular monthly
<input checked="" type="checkbox"/> BlackRock Absolute Return Bond D Acc	4.5 %	50 %
<input checked="" type="checkbox"/> PIMCO GIS Capital Securities I Hedged Inc	4.5 %	50 %
Cash	10 %	0 %
Total	100%	100%

Distribution preference

Please select from one of the following options: ⓘ

Reinvest

Leave as cash in GIA

Transfer to a nominated bank account

Save and exit

Cancel

Next: Review

New business

- 1. Full client details ✓
- 2. Product selection ✓
- 3. GIA
 - Payments in ✓
 - Adviser charges ✓
 - Investment selection
- 4. Review
- 5. Documents and declarations
- 6. Confirmation

Review

Review the application details for accuracy. You can select the “**pencil icon**” to make any necessary changes.

Once you're happy with the accuracy of the application, select '**Next: Documents and declarations**' to move on to the declaration and documents page.

GIA

Account type	Individual	✎
--------------	------------	---

Adviser charges ✎

Initial adviser charge	1%
Ongoing adviser charged upon	Product
Ongoing	0.5%
Frequency	Monthly
Spread fee payment	£10.00
Spread frequency	Monthly
Spread number of payments	24

Single payments in ✎

Client single payment

Amount	£10,000.00
Payment method	Bank transfer

Regular payments in ✎

Client regular payment

Amount	£100.00								
Payment frequency	Monthly								
First collection date	19/08/2025								
Continue until	Until further notice								
Payment method	Direct Debit								
Bank account	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Bank name</td> <td>High Street</td> </tr> <tr> <td>Account name</td> <td>Trust Example</td> </tr> <tr> <td>Account number</td> <td>12345678</td> </tr> <tr> <td>Sort code</td> <td>01-01-01</td> </tr> </table>	Bank name	High Street	Account name	Trust Example	Account number	12345678	Sort code	01-01-01
Bank name	High Street								
Account name	Trust Example								
Account number	12345678								
Sort code	01-01-01								

Transfer 1 ✎

Transferring scheme	James Hay Pension Trustees Limited
---------------------	------------------------------------

New business

1. Full client details ✓
2. Product selection ✓
3. GIA
 - Payments in ✓
 - Adviser charges ✓
 - Investment selection ✓
4. Review
5. Documents and declarations
6. Confirmation

Save and exit

Cancel

Next: Documents and declarations

Declarations and documents

Key message

A wet signature is the only option available for trust applications.

Note, the documents can't be amended once submitted. If there are any amendments to be made to documentation you will need to resubmit the application to generate new documents.

The screenshot shows the 'Documents and declarations' page in the Nucleus system. The page is titled 'New business Documents and declarations' and includes the client name 'B Trust' and ID '2484'. The main content area is divided into two columns. The left column, titled 'Documents', asks 'How do you wish for your client to sign?' with a radio button selected for 'Wet signature'. Below this are three informational boxes: a yellow one stating that after clicking 'Submit', users must access documents from a library and arrange for printing; another yellow one stating that digital signatures are not available for this application type; and a blue one instructing users to download, share, and sign documents, then send them via secure message. Below these are sections for 'Documents available', 'Documents to be sent to the client requiring signature' (listing Review Schedule, Adviser Charges Confirmation, and Direct Debit Instruction), 'Documents to be completed and sent to us by secure message' (listing Transfer Form and Authorised Signatory List), and 'Supporting documents to be sent to the client'. The right column, titled 'New business', shows a progress list with six steps: 1. Full client details, 2. Product selection, 3. GIA (with sub-items Payments in, Adviser charges, and Investment selection), 4. Review, 5. Documents and declarations, and 6. Confirmation. All steps are marked with a checkmark. At the bottom of this column are three buttons: 'Save and exit', 'Cancel', and 'Submit'.

Read through the declarations and tick to confirm completion.

Select **'Submit'** to complete the new business application.

The screenshot shows a web form for a new business application. It is divided into two main sections: 'Declarations' on the left and 'New business' on the right.

Declarations

- Information provided**
 - I have appropriate consent from my client(s) (applicant) and from any third party referenced in the application to share their personal data and make this application on their behalf.
 - The information provided in this application, including special category data where expressly required, is accurate and complete to the best of my knowledge.
 - I understand it's my responsibility to complete and send any additional information required to Nucleus in relation to this application, as shown in the previous 'Documents' page or as otherwise required.
 - I acknowledge and accept that if any information supplied in this application form and/or associated documentation is incorrect or incomplete, this may delay the application and any associated transfer or invalidate the Product.
- Additional assistance for client(s)**
 - If my client(s) need any additional assistance in relation to their products they hold with Nucleus (for example braille or large print documents) or has any temporary or permanent vulnerabilities that Nucleus should be aware of, I'll inform Nucleus of this but only where I have explicit consent from my client(s) to share such information. I understand that Nucleus may need to contact me or my client regarding this assistance to ensure the most appropriate level of support is provided.
- Client(s) online access and electronic communications**
 - My client(s) wish to receive correspondence from Nucleus, in an electronic format wherever possible. They've also agreed to ensure they complete their registration for online access as soon as possible in order to be able to reach it. I've told them that they'll receive paper correspondence until they've completed their registration for online access.
- Disclosure**
 - I've provided my client(s) with all required regulatory disclosure documents including, as applicable, a key features illustration, Key Information Documents (KIDs)/Key Investor Information Documents (KIIDs)/Key Investor Information documents (NURS KII), and costs and charges documents for the relevant product and/or investment.
 - I've provided my client(s) with a copy of the relevant Nucleus terms and conditions, charges, key features documents, permitted investments list and the Nucleus privacy notice.
 - I confirm that my client(s) are eligible, under the Platform Services terms and conditions in accordance with applicable law and regulations and the terms of the relevant investment provider(s) or issuer(s), to invest in the chosen investment(s).

New business

- 1. Full client details
- 2. Product selection
- 3. GIA
 - Payments in
 - Adviser charges
 - Investment selection
- 4. Review
- 5. Documents and declarations
- 6. Confirmation

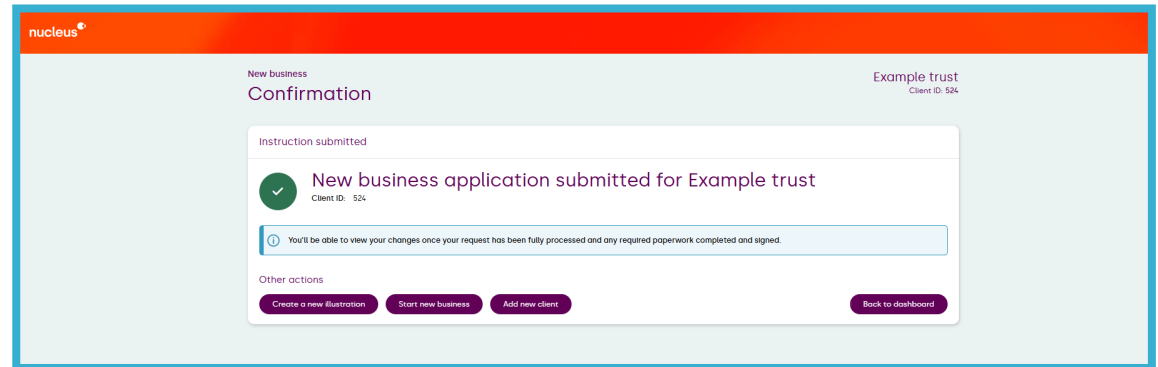
At the bottom of the 'New business' section, there are three buttons: 'Save and exit', 'Cancel', and 'Submit'.


The application has been successfully submitted.

Key message


Submitting this application creates the account. To activate the account a signature from the client is required and the client must pass regulatory checks.

From this page you can '**Create a new illustration**', '**Start new business**', '**Add new client**' or go '**Back to the dashboard**'.



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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.

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