



## Payments to Nucleus products - hints and tips to avoid delays

### Ensure your cash is matched to an instruction

To ensure timely allocation and avoid manual intervention, please submit a matching instruction online through the platform when sending us cash. We appreciate this is different to James Hay Online where you could send an instruction to us via secure message, however the new process ensures cash is available to invest quicker as it allows for transactions to be fully automated.

### Correct process

- Submit a matching instruction online for your [application](#) or [top up](#).
- Send us the payment to the [new bank account details](#).
- Ensure your client uses their new product references as the banking payment reference.

### Likely to cause delays

- Sending us a secure message instead of an online instruction.
- Sending cash to the old bank account details.
- Using the old product reference numbers.

## Use our new bank account details and product reference numbers


Using the [new bank account details](#) and new client numbers for payments allows for automation as intended on the new platform and ultimately speeds up processing times. Failure to do so could add around 3 extra days to the process as it results in the need for a manual matching exercise.


### Key information


Details of the new bank account details can be found below as well as in your client's welcome letter and on their profile on the new platform, along with **new product reference numbers**, which must also be used.

### Bank accounts for payments into products

Product	Bank account details
SIPP	Account name: James Hay Pension Trustees Limited Sort code: 09-02-22 Account number: 11053565
ISA GIA Offshore Bond	Account name: Nucleus Financial Services Limited Sort code: 09-02-22 Account number: 11095141
Self-managed commercial properties in a SIPP (upgraded James Hay products only)	Account name: James Hay Pension Trustees Limited Sort code: 09-02-22 Account number: 11106412

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