

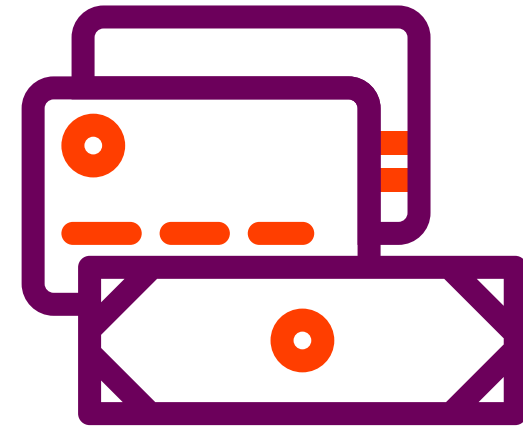
For advisers

Our new
platform

nucleus^o platform

How to process a GIA single withdrawal

🕒 2 minute read



How to process a GIA single withdrawal

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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.

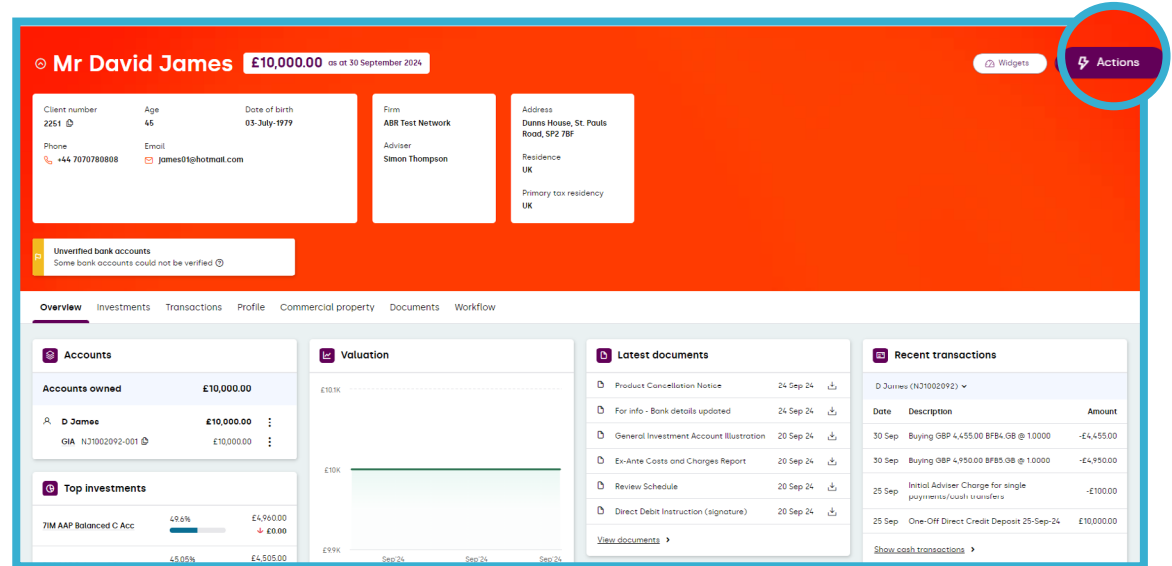


We recommend using the zoom function to view the details on the platform screens in this guide.

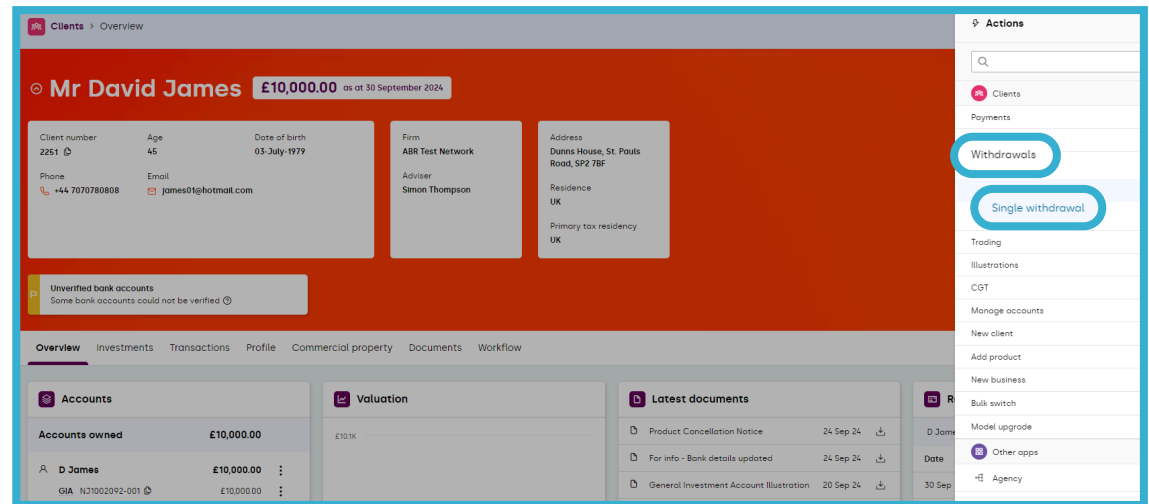
How to process a GIA single withdrawal

To start the GIA single withdrawal process, 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 landing page select the **'Actions'** button.



A list of actions will appear. To create the withdrawal process, select **'Withdrawals'** and then **'Single withdrawal'**.



Select the account you wish to set up a single withdrawal for.



At least one bank account that's nominated for withdrawals is required to complete the transaction.



Any regular withdrawals from this account will be made as per the instructions given, these will be paid separately.

Mr David James £10,000.00 as at 30 September 2024

Client number	Age	Date of birth	Firm	Address
2251	45	03-July-1979	ABR Test Network	Dunns House, St. Pauls Road, SP2 7BF

Accounts owned	£10,000.00
D James	£10,000.00
GIA N31002092-001	£10,000.00

Actions: Back, Single withdrawal, D James

Mr David James £10,000.00 as at 30 September 2024

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Actions: Back, D James, GIA N31002092-001

Withdrawal details



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

Confirm if financial advice has been provided to the client.

Confirm all withdrawal amount details.



If you select **'specify amount'**, you can tell us how much you want to withdraw and then select the cash and investments below, that you wish to be used to make this withdrawal. If you select specify investments / cash, you can tell us which investments / cash you want to sell. The amount of the withdrawal will then be the total value of the investments / cash you select.

The screenshot shows a web form titled "Single withdrawal" for "David James" (Client ID: 2251, Product: NJ1002092-001). The form is divided into several sections:

- Financial advice:** A question "Did you give financial advice to your client in relation to this instruction?" with radio buttons for "Yes" and "No".
- Withdrawal details:** Shows "Total estimated value available" as £10,000.00. A sub-section "Which is made up of:" lists "Available cash" (£535.00) and "Estimated asset value available" (£9,465.00).
- Withdrawal amount:** Includes "Withdrawal type" with radio buttons for "Available cash" and "Investments and available cash". Below this is a "Withdrawal amount option" section with radio buttons for "Specify amount" (circled in blue) and "Specify investments / cash". There is also a text input field for "Payment reference (optional)".
- Bank account:** A dropdown menu showing "30-05-95 | 18982005 | Natwest".

On the right side of the form, there is a "Single withdrawal" sidebar with a progress indicator showing "1. Withdrawal details", "2. Review", and "3. Confirmation". At the bottom of this sidebar, there is a "Save & exit" button (circled in blue) and a "Continue" button.

Confirm if you would like to add a reference to be used when making the payment

Key message

You can add a reference which will be used when we make the payment. Adding a reference will make it easy for your client to identify the payment in their bank account and on their bank statements.

If you're using a Building Society, please enter the roll number here. Any reference entered will be displayed on bank statements against the payment received.

Select the nominated bank account.



The bank account will be pre-populated if your client only has one authorised nominated bank account. If you'd like to add a new bank account, please go to the Bank Account page. Once the bank account added has been validated, you can then select this new bank account for regular payments out.

Withdrawal amount

Withdrawal type

Available cash
 Investments and available cash

Withdrawal amount option ⓘ

Specify amount
 Specify investments / cash
 Withdrawal all

Withdrawal amount ⓘ

£ 400

Payment reference (optional) ⓘ

GIA Payment

Bank account

30-05-95 | 18982005 | Natwest ▾

2. Review

3. Confirmation

Save & exit

Cancel

Continue

Investments to sell

Investment name	Available to sell ⓘ	Value to withdraw ⓘ	Sell all ⓘ
Cash	£535.00	£ 50	<input type="checkbox"/>
7IM AAP Balanced C Acc	£4,960.00	£ 200	<input type="checkbox"/>
7IM AAP Balanced C Inc	£4,505.00	£ 150	<input type="checkbox"/>
Total		£400.00	

Confirm investments to sell and the withdrawal amounts.



Selecting withdraw all will trigger an account closure. If your client doesn't wish to close the account, select **Specify amount** or **Specify investments / cash**.



Where investments are sold in a GIA to make withdrawals, they will be a disposal for Capital Gains Tax (CGT) purposes.

This means there may be tax to pay through the HMRC self-assessment process.

Once you're happy with all your withdrawal details, select '**Continue**' to move on to the review page.

Withdrawal amount

Withdrawal type
 Available cash Investments and available cash

Withdrawal amount option ⓘ
 Specify amount Specify investments / cash Withdrawal all

Withdrawal amount ⓘ
£ 400

Payment reference (optional) ⓘ
GIA Payment

Bank account
30-05-95 | 18982005 | Natwest ▾

Investments to sell

Investment name	Available to sell ⓘ	Value to withdraw ⓘ	Sell all ⓘ
Cash	£535.00	£ 50	<input type="checkbox"/>
7IM AAP Balanced C Acc	£4,960.00	£ 200	<input type="checkbox"/>
7IM AAP Balanced C Inc	£4,505.00	£ 150	<input type="checkbox"/>
Total		£400.00	

2. Review
3. Confirmation

Save & exit

Continue

Review

Review the withdrawal details for accuracy. You can make any changes using the 'pencil' icons.

Read the declaration and tick to confirm completion.

Select 'Submit' to submit the single withdrawal.

Single withdrawal David James
Client ID: 2261
Product: N31002092-001

Review

GIA

Withdrawal details ✎

Withdrawal type	Investments and available cash
Withdrawal amount option	Specify amount
Withdrawal amount	£400.00
Reference	GIA Payment
Payment method	Faster
Bank account	30-06-96 18982006 Mr D James
Available cash	£636.00
Estimated asset value available	£9,466.00
Total estimated value available	£10,000.00

Investments to sell ✎

Investment name	Current value	Value to withdraw
Cash	£536.00	£50.00
7IM AAP Balanced C Acc	£4,960.00	£200.00
7IM AAP Balanced C Inc	£4,505.00	£150.00
Total		£400.00

Supporting documents to be sent to the Customer

[GIA Illustration \(223254\)](#)

Declarations

Disclosure

I have appropriate consent from my client(s) to give this instruction on their behalf.

Confirm all.

Single withdrawal

1. Withdrawal details ✓
2. Review
3. Confirmation

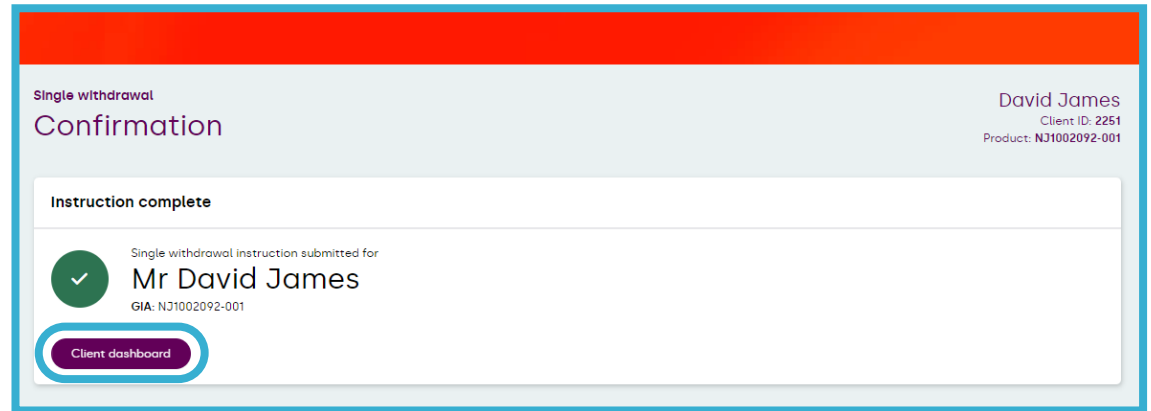
Save & exit


Cancel

Submit

The withdrawal has been submitted.

You can select '**Client dashboard**' to the client's homepage.



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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 Tynetalk service on 18001 03455 212 414.

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