

How to transfer an Isa to your existing Nucleus Isa by re-registering your assets

 4 minute read

This guide is designed to help you understand what you need to do to transfer an Isa you hold with another provider to your Nucleus Isa, without selling the assets you hold with them.

We'll also let you know how long this process should take - from when we receive your instruction, to when your instruction has completed.



Transfers don't affect your annual Isa allowance. When you transfer funds from one Isa to another, it doesn't count towards your annual Isa subscription limit.

You can transfer money paid into an Isa within the last tax year, but you must transfer all of it. If transferring money from previous years, you can transfer all or part of your savings.

If you hold any complex assets or assets that we're unable to hold on our platform we won't be able to proceed with your transfer. You may wish to sell these assets to cash but please ensure you understand the risks and/or financial implications of doing so. For instance, you may be selling down at a time when the price is lower than the cost you paid when you bought the asset, and you'll be out of the market until your transfer is complete.

Where do I start?

There are forms we'll need you to complete and a few different ways we can get these to you.



You'll find the forms you need on our website at nucleusfinancial.com/wrap/no-adviser or by clicking [Library](#) on Nucleus Go.

Or you can contact us by email or telephone and we can send these to you.



Email client.contact@nucleusfinancial.com



Call 0131 226 9535, Option 1

To make sure that we protect you and your assets, before we can process your instruction or share any confidential information, we'll always speak to you first and take you through some security questions.

Our security process is designed to protect you and your data so please do bear with us. We won't ever ask you to provide your full bank details during a call or ask you for any debit or credit card details.

What we'll need from you

- Re-registration authority for Isa form
- A current valuation of holdings to be transferred to us

Completing the form

- Re-registration authority for Isa form

It's important the form is completed accurately and in full. If anything is unclear, this may delay the transfer being initiated.

Remember to sign and date the application form and make sure you've added the correct account number.


Our forms are designed to be easy to follow and each box has a heading or a description showing what information we need. However, if you need any help to fill in the forms please get in touch as we can help.

Signing the forms

We can only accept a handwritten signature, in ink

Returning the form(s)

You can post the forms to us at:

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

Or you can return forms to us via email to

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

We can accept scanned copies or clear photographs.

Next Steps

Once we've received your instruction, we'll check to ensure that it's completed fully and correctly. We'll review the assets you have requested to be transferred. If we don't hold any of the assets you wish to transfer, or there are any other discrepancies, we'll call you to discuss the next steps.

We'll send you the following documents:

- **Pre-sales illustration** – shows the potential costs and charges that are associated with your assets.
- **Key Investor Information document (KIID)** – summarises the key features of the asset and the risks to help you make an informed decision.

It's important that you read and understand these documents as they'll help you make an informed decision before we proceed.

We'll also send you a dealing notification letter along with these documents, and we'll need you to email us to confirm your agreement to progress or you can sign our dealing notification letter and post this to us. We'll need your confirmation before we can proceed.

Requesting the transfer

Once we've received all required documentation, we'll contact you to confirm that the transfer will be instructed with the ceding company within two business days.

Once the transfer has been instructed, we'll follow up with the fund managers 15 business days later, if we haven't received the funds or any updates in that period. We'll chase regularly until all the assets have been received.

If your transfer is rejected or queried by the ceding company, we'll contact you to resolve the issue to allow the transfer to progress. We'll also let you know if you have to contact your old Isa manager.

Other information



Right to cancel

If you change your mind after your transfer is complete, please let us know within 30 days.

Upon receipt of your cancellation notice we will endeavour to arrange to transfer your assets back to the previous provider, but you should note the transferring platform might not be obliged to take the transfer back, although you may be able to transfer to an alternative arrangement.



How long will this take?

As the transfer of your assets is arranged by each individual fund manager, this will take longer than a cash transfer. We would reasonably expect for the transaction to be completed within 4-6 weeks, although times can vary, and this is only a guide.



Financial advice

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 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 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 radio button alongside 'Firms' and click search. You can then review the results of your chosen firm.

Execution only

When you ask us to trade on your behalf, without an adviser, we'll accept and process your instruction on an execution only basis. This means that you haven't asked for or received advice from a financial adviser.

If you have not received 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.



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www.nucleusfinancial.com