

How to transfer a Pension to your existing Nucleus Pension by re-registering your assets

 4 minute read

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

You can also transfer a drawdown account to us if you've already taken pension benefits with your current provider.

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



Pension transfer restrictions

Any customer who transfers from a scheme with safeguarded rights to a money purchase scheme after 6 April 2015 must have received regulated advice, if the value of safeguarded benefits is worth more than £30,000. Safeguarded benefits are defined as benefits that aren't money purchase or cash balance benefits. This means defined benefits, guaranteed pensions including Guaranteed Minimum Pensions (GMPs) and Guaranteed Annuity Rates (GARs). We don't usually accept non-advised pension transfers if there are any safeguarded benefits.

All transfers to the Nucleus Pension account from a Defined Benefits scheme must be advised, irrespective of transfer value.

Customers can't transfer from public sector defined benefit schemes to take advantage of the new retirement flexibility.

If you wish to transfer a drawdown account to us, you must do so in full as the rules don't permit partial drawdown transfers.

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 pension transfer is complete. Alternatively, for accumulation accounts you may wish to keep these assets within your existing pension.

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 Pension form.
- A current valuation of holdings to be transferred to us.
- Your current pension providers own discharge forms may be required. We recommend you check with them.

Completing the form

The [Re-registration authority for Pension form](#) - it's important that this form is completed accurately and in full. If anything is unclear, this may delay the transfer being initiated.

Remember to sign and date the re-registration authority 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 client.contact@nucleusfinancial.com

We can accept scanned copies or clear photographs.

Next Steps

Once we've received your instruction, we will check to ensure that it's completed fully and correctly. We will 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 will call you to discuss 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 have received all required documentation, we will 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 will follow up with the fund managers 15 business days later if we haven't received the funds or any updates in that period. We will then chase accordingly regularly until all the assets have been received.

If your transfer is rejected or queried by the ceding company, we will contact you to resolve the issue to allow the transfer to progress. We will also let you know if you have to contact your previous provider.

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