For advisers

Our **new** platform

nucleus platform

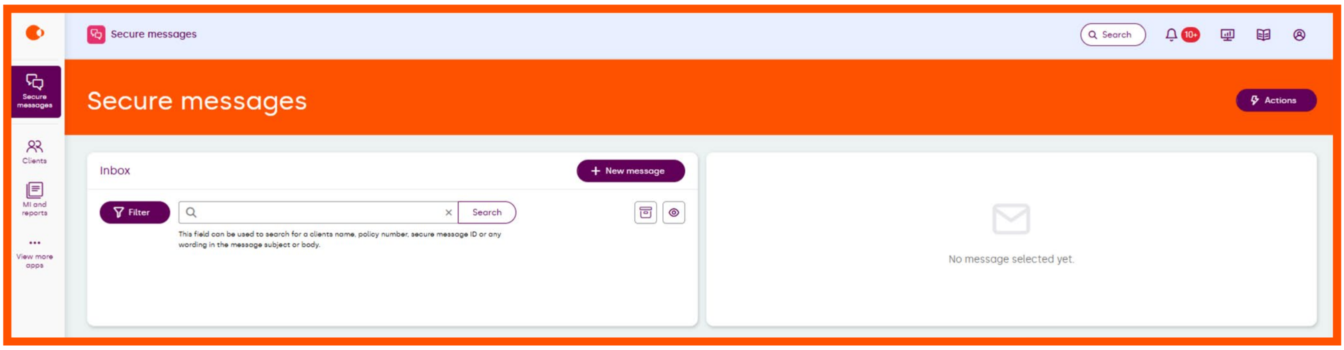
Secure messages

Overview:

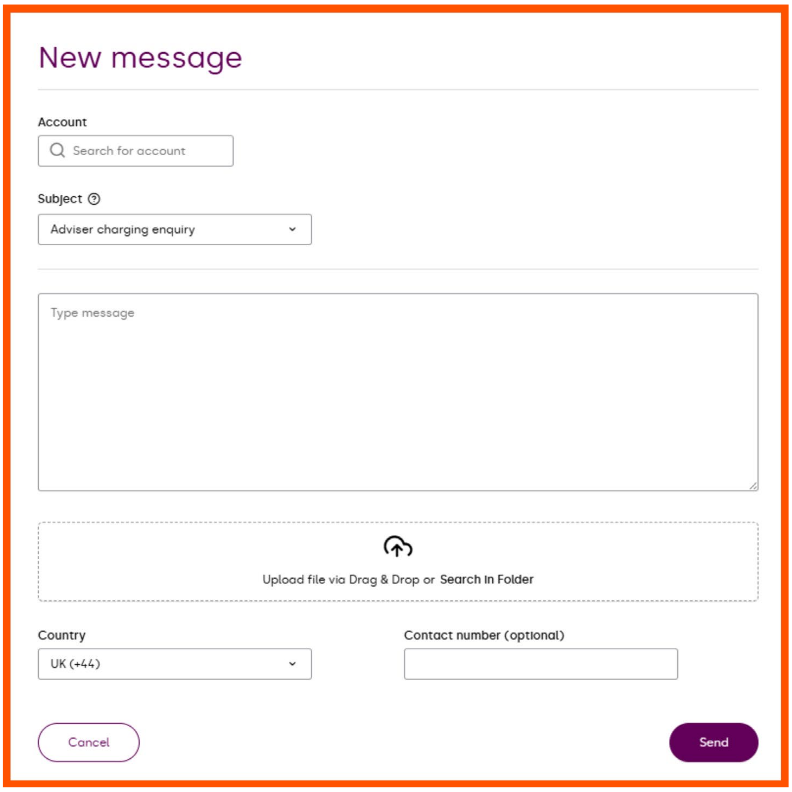
The purpose of secure messaging is to act as an additional communication channel between Nucleus Financial, you and your clients. It allows 2-way written communication to answer enquiries and acts as an electronic delivery system for documents.

Secure message application functionality:

New message creation



As an adviser or non-adviser user, you will have the ability to create a new secure message by selecting **"New message"**. This will open a new pop up window.



If your message is regarding a particular client, you can type an identifying detail into **'Account'** such as the policyholder's name or their product number and select the matching option from the list.

! You will only be able to select clients linked to your firm and those you're permissioned for.

The subject field contains a pre-defined drop-down list of options to choose from. You can also select **"Other"**, which will allow you to type free text instead.

You can refer to the table on the last page of this Helpsheet for more information regarding the subject field options.

You also have the option to upload attachments. This could be ID supporting a query or paperwork for an application. Many popular file types are supported.

There is a limit of 5 attachments per secure message.
If you need to send us more than 5 items, please use multiple secure messages.

File names cannot contain special characters. If you try to send us an attachment with a file name that has special characters, it will fail.
Special characters include **< > : " / | ? *** .

If applicable, an additional confirmation message will be displayed to advise on time frames for response from us.

Mailbox

Each mailbox is individual to the user. Here, you can search and filter your existing messages as well as perform several other actions.

The criteria when searching is:

- Status
- Head/sub account number
- Policyholder name
- Secure message subject
- Description (key word[s] search in body of message text)

The criteria when filtering is:

- Status
- Subject
- Date received

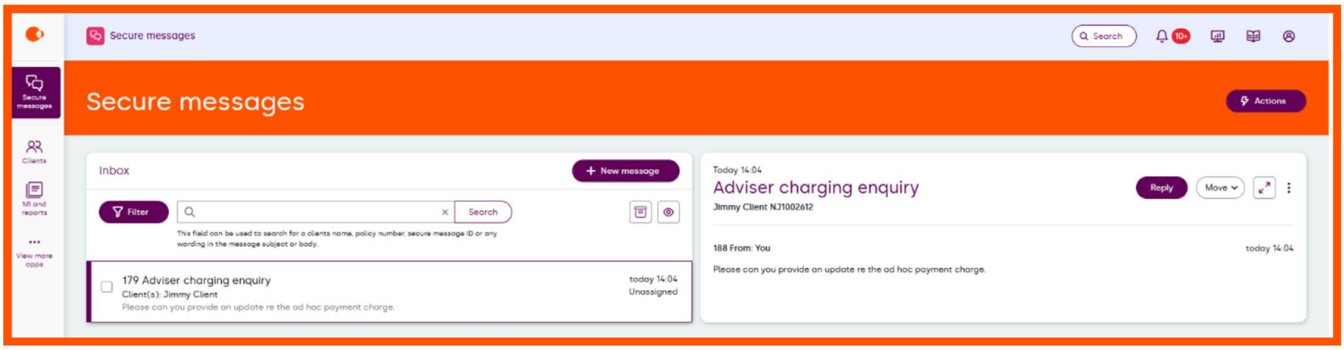
You can also undertake the following actions from the Mailbox page:

- Open a secure message
- Amend read/unread status of a secure message
- Move secure message to Archive folder / Mark secure message as 'No Further Action Required'

The header will display the total number of unread messages in your mailbox.

Received messages

You can access any existing messages in your mailbox that you have access to and view the message thread in full. Once selected, the message will open in the same page.



When you select a message, its status will be updated from **'unread'** to **'read'**.

You will be able to view each message in the thread within a separate text box, each detailing whether the individual message was sent by Nucleus or you. The date and time for each message in the thread will also be visible.

You can reply to an existing message thread by selecting **'Reply'**.
This opens a text box in the same page.

Subject Options Table

Subject	Used for	Examples	Other Sources Available
Adviser Charging Enquiry	Queries relating to adviser fees	- Fees not received - Incorrect fees received	Terms of business document confirms how fees are to be paid
Benefits Enquiry	SIPP withdrawal queries	- Calculation appears incorrect - Benefits not paid by date requested	User guides available on website, webinars
CGT Related Enquiry	Capital Gains Tax Queries	- Assistance with calculations	The CGT tool on the portal
Change of client personal details	Updating information which cannot be done manually on portal	- Change of legal name	Most details can be updated directly on portal
Client fees and charges Enquiry	Queries relating to Nucleus fees	- Incorrect fees taken - Fees taken on incorrect date	Fees schedule outlines what is chargeable and when
Conversion request	Capped to Flexi Access Conversion Queries	- Calculation mismatch	Conversion can be completed online using portal
General Enquiry	Anything which does not fall into specific subject	- Contact request - DSAR	A wealth of information is available on the website

Subject Options Table

Subject	Used for	Examples	Other Sources Available
Investment Manager account Enquiry	Queries relating to Investment Managers	- Data/amount mismatch - Change of information	Transaction history can be viewed on the portal, and reports generated to show money movements
New Business Enquiry	- New Clients - Opening plans for existing clients	ŜŬ3èÙÒÙ¾ÙèÙČġŬāđÈĂġ	Updates can be viewed in the workflow tracker on the portal
Other	Anything which does not fall into specific subject	- Contact request - DSAR	A wealth of information is available on the website
Payments In Enquiry	Contribution/ deposit related query	- Unsettled funds - Incorrect amounts showing	Updates can be viewed in the workflow tracker on the portal
Payments Out Enquiry (Non-SIPP)	ISA/GIA withdrawal related queries	- Incorrect amounts received - Monies not received by promised date	Updates can be viewed in the workflow tracker on the portal
Property Enquiry	Queries regarding investment properties	- Updates - Making amendments	Transaction history can be veiwed on the portal, and reports generated to show money movements
Specialist Investment Enquiry	Queries regarding specialist investments	- Updates - Making amendments	Transaction history can be veiwed on the portal, and reports generated to show money movements

Subject Options Table

Subject	Used For	Examples	Other Sources Available
Trading enquiry or instruction	Instructions or queries regarding trades	- Trade instructions - Trade enquiries	Instructions can be placed using the portal
Transfer in enquiry	Queries relating to transfers in	- Eligibility query - Information mismatch	Updates can be found using the Transfer Tracker app on the portal
Transfer out enquiry	Queries relating to transfers out	- Eligibility query - Information mismatch	Updates can be found using the Transfer Tracker app on the portal

03455 212 414 ask@nucleusfinancial.com nucleusfinancial.com

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.