For advisers

Our new platform

nucleus platform

How to edit an ongoing adviser charge

2 minute read

How to edit an ongoing adviser charge

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.

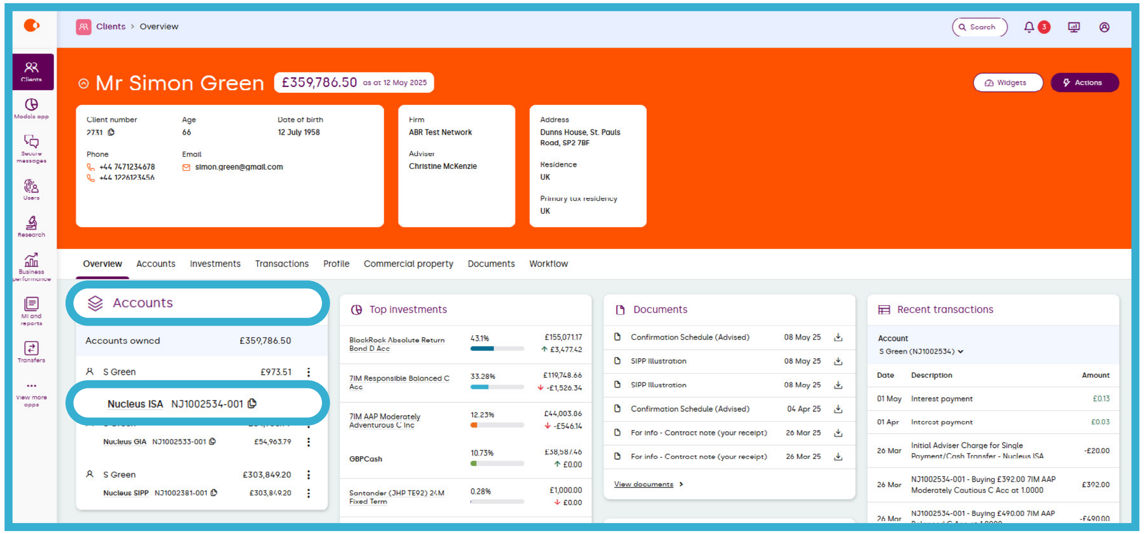
We recommend using the zoom function to view the details on the platform screens in this guide.

How to edit an ongoing adviser charge

To edit an Ongoing Adviser Charge (OAC), log in to your Nucleus platform account using your personal login details.

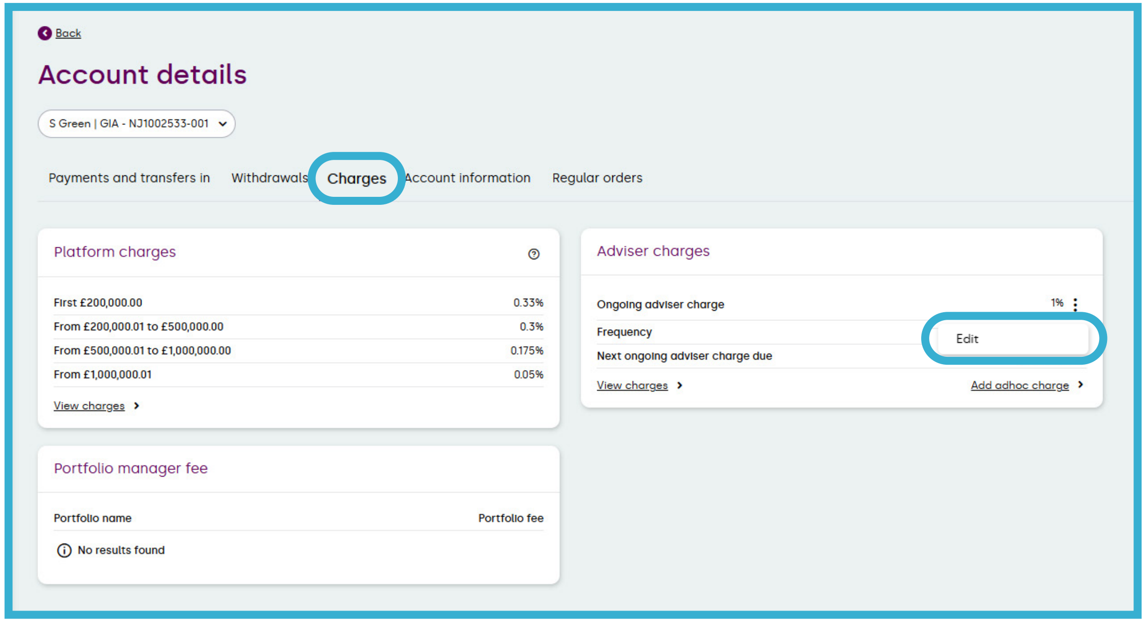
To edit the OAC, you first need to find your client. Please refer to the guides on our website to search for a client or create a new client.

From the client home page, within the **'Accounts'** widget, select the product you wish to edit the OAC.



Select the **'Charges'** tab.

On the Adviser charges box, select the ellipsis (three dots) next to ongoing adviser charge and then select **'Edit'**.



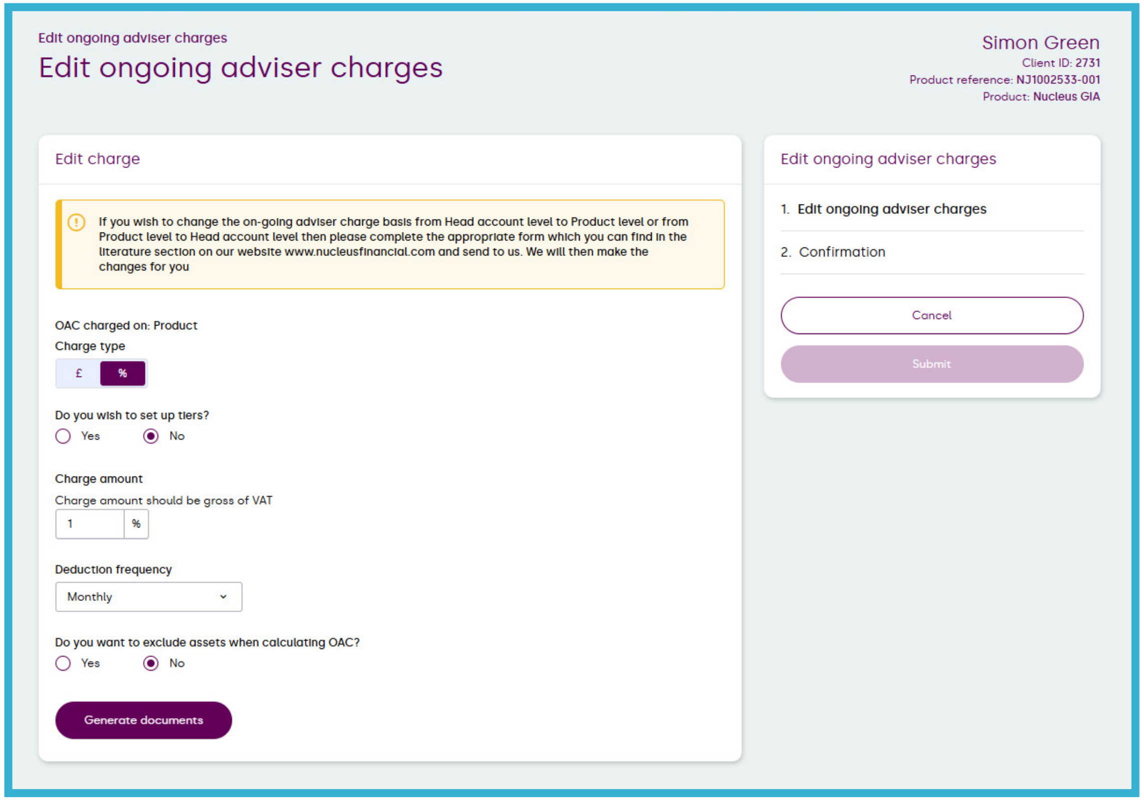
Edit an ongoing adviser charge

> **!** If you wish to change the OAC basis from head account level to product level or vice versa, then please complete and send back the appropriate form which you can find on our website. We'll then make the changes for you.

Select whether the OAC will be a monetary or percentage value.

Select whether you'd like to set up tiers .

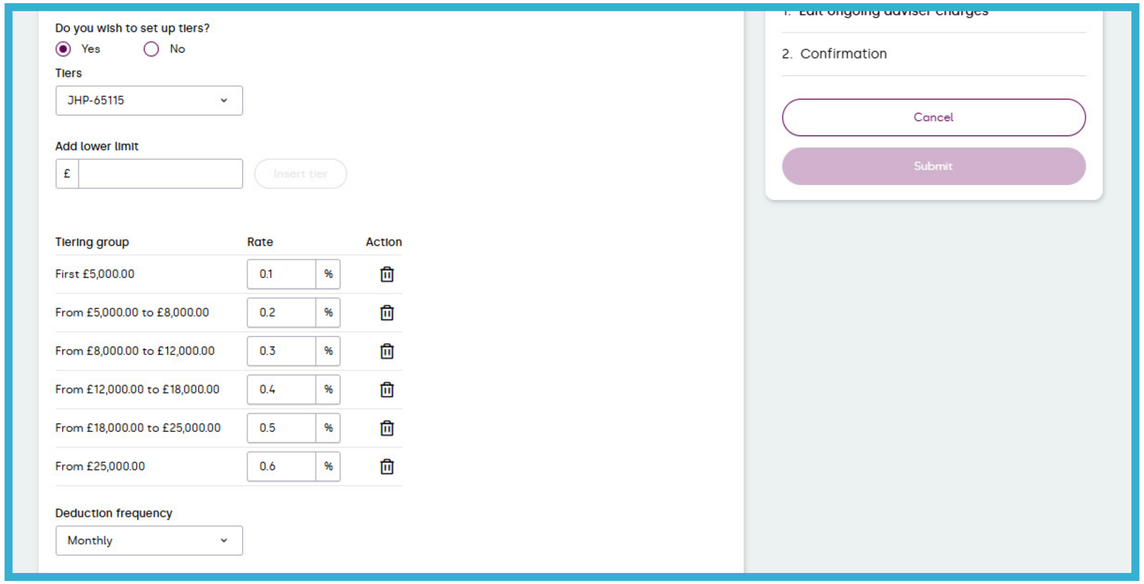
If you're not setting up tiers, enter the annual rate.



If you're setting up tiers, select the required tier system from the drop down. Then enter the amount for each tier.

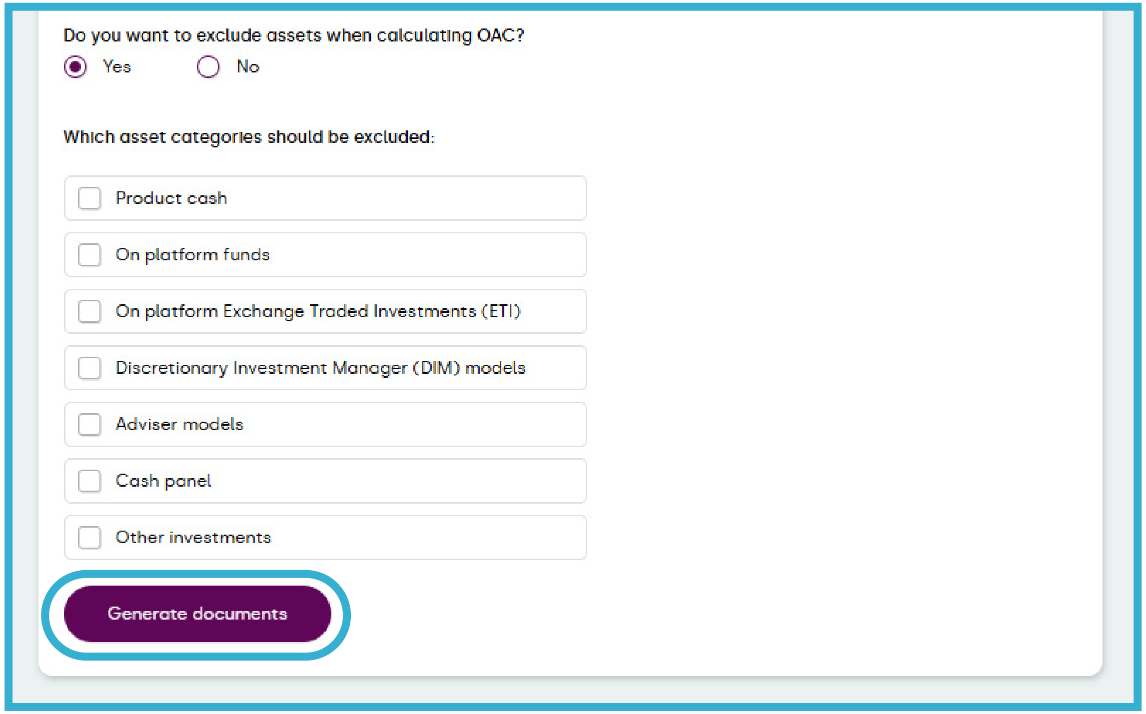
Should the tiers available not be as desired, you can delete them using the bin icon, and add new ones using the text entry box.

Select the frequency from the dropdown.



Confirm whether you'd like to exclude assets when calculating the ongoing adviser charge .

If assets are to be excluded, select from the list which types are to be excluded.



> !
>
> The adviser charge requested will be paid from available cash in the client's product account.
>
> If there is insufficient available cash, we'll automatically sell selected investments proportionately to raise the cash required, in line with our published approach.
>
> Please ensure there is sufficient available cash and investments to make this payment.

Select **'Generate documents'**.

Declarations and documents

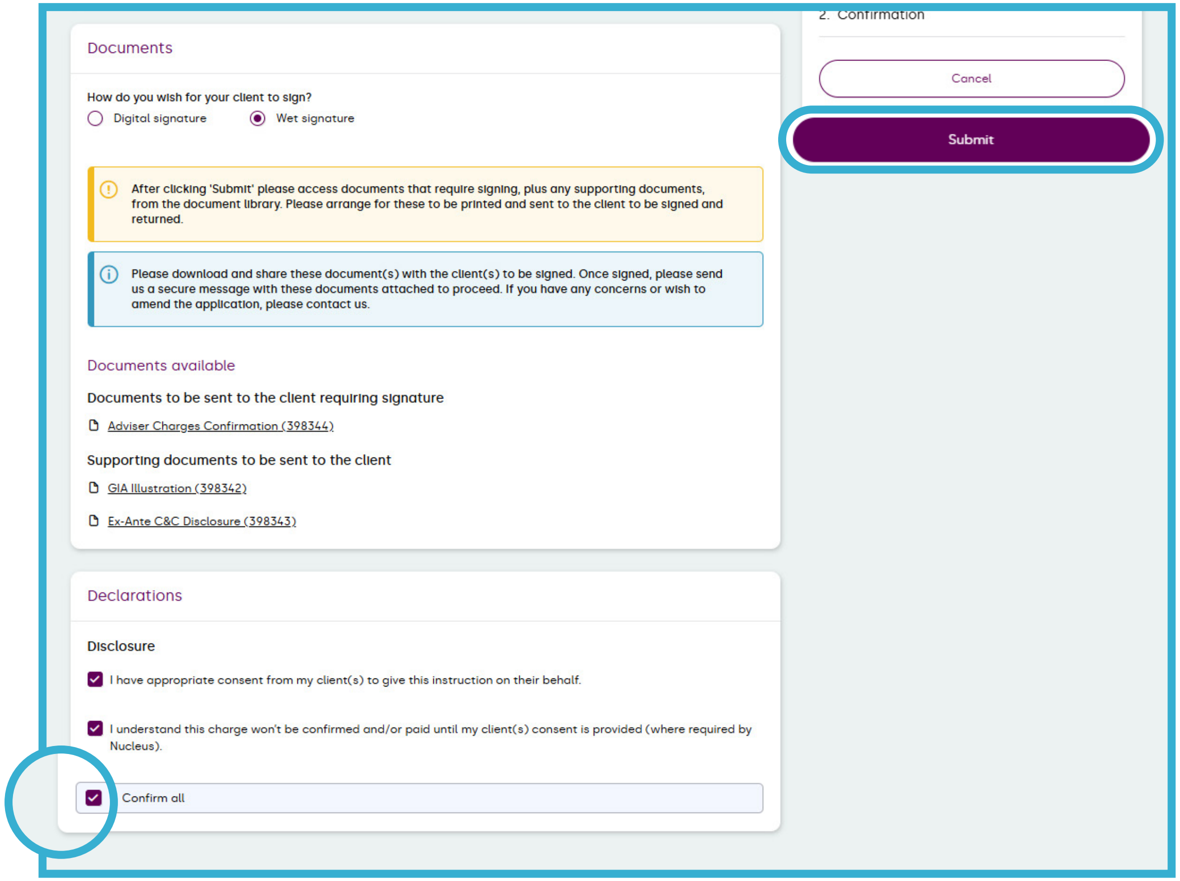
Select the method with which your client wishes to sign their documents.

Read through the declarations and tick to confirm completion.

Once you're happy, select **'Submit'** to submit the amendment to ongoing adviser charges.

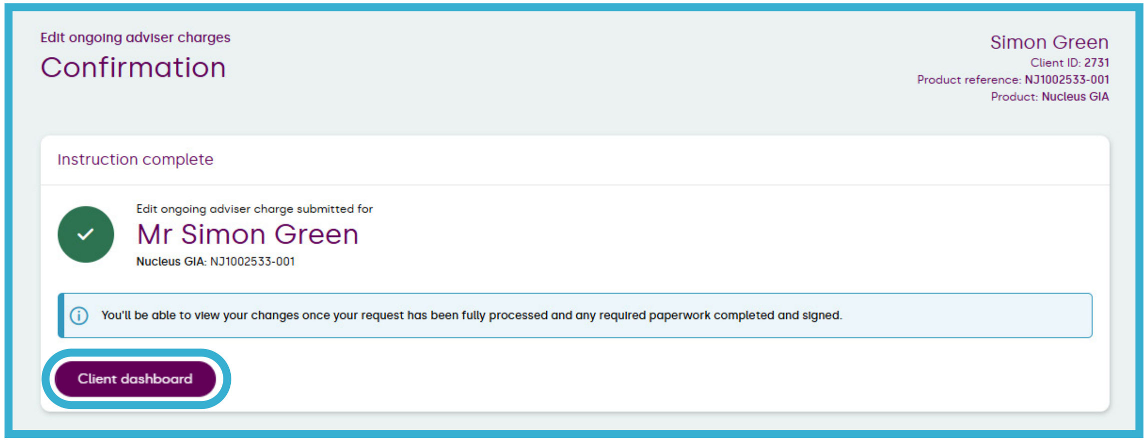
If wet signature is selected, download and share the documents with your client that need to be signed. Once signed please send to us via secure message.

After clicking 'Submit', you can access documents that require signing, and any supporting documents, from the document library. Then arrange for your client to sign and return.



Key message

If there's already a request to edit the OAC payment on this account which has not yet been authorised by the client, a new request cannot be made until the client authorises the previous payment request or you inform us that the payment request is to be cancelled.



The edit ongoing adviser charges has been submitted.

Select the '**Client dashboard**' button to return to your client's homepage.

You'll be notified when documents are sent to your client. Digital documents are available for e-signature for 60days. After that, they're deleted and you'll need to resubmit the application or use a wet signature instead.

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