For advisers

Our new platform

nucleus platform



How to process an UFPLS payment

3 minute read

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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.

This guide is demonstrated using an adviser user with master user role permissions.
If you have different user role permissions, some functionality may not be available to you.

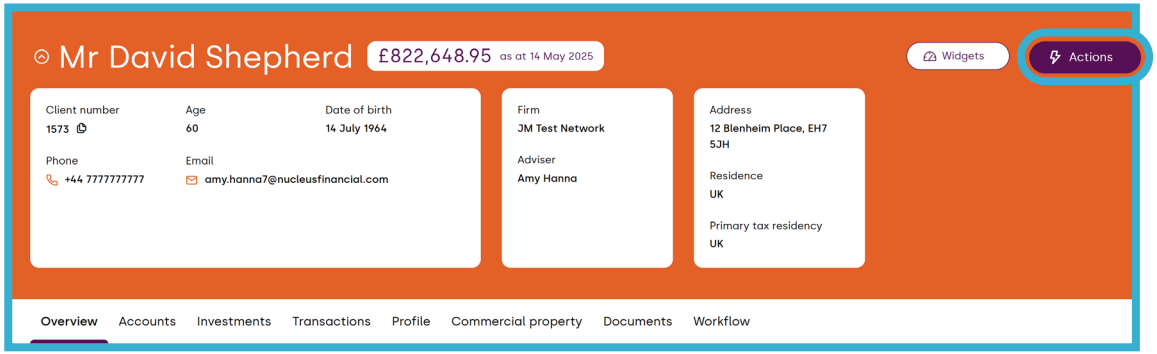
Before getting started

This guide is demonstrated using an adviser user with master user role permissions. If you have different user role permissions, some functionality may not be available to you.

How to process an UFPLS payment

You first need to search for your client. If you need help finding your client, please refer to our client search guide on our website.

From the client landing page please select the '**Actions**' button.



Key message

Please ensure that there's enough cash available in the client's account to cover the payment.

If the available cash is insufficient, make sure that any necessary disinvestments are initiated and fully settled before proceeding with the UFPLS payment.

If a disinvestment is required, please refer to our guide on our website.

Key message

At least one bank account that is nominated for withdrawals is required before you can request taking pension benefit.

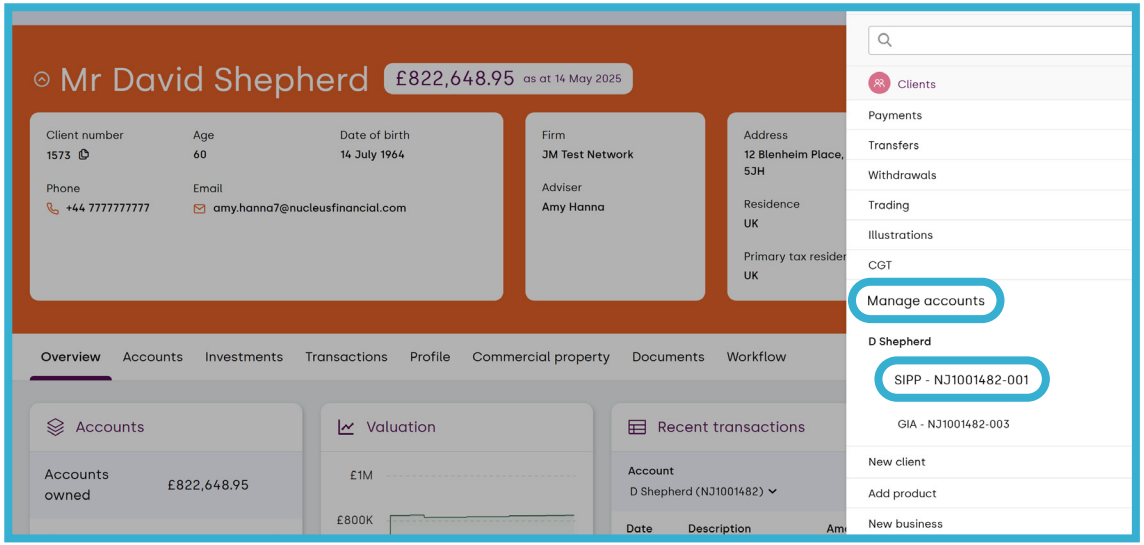
If you need to add bank details, please follow the client servicing change of 'bank details' guide.

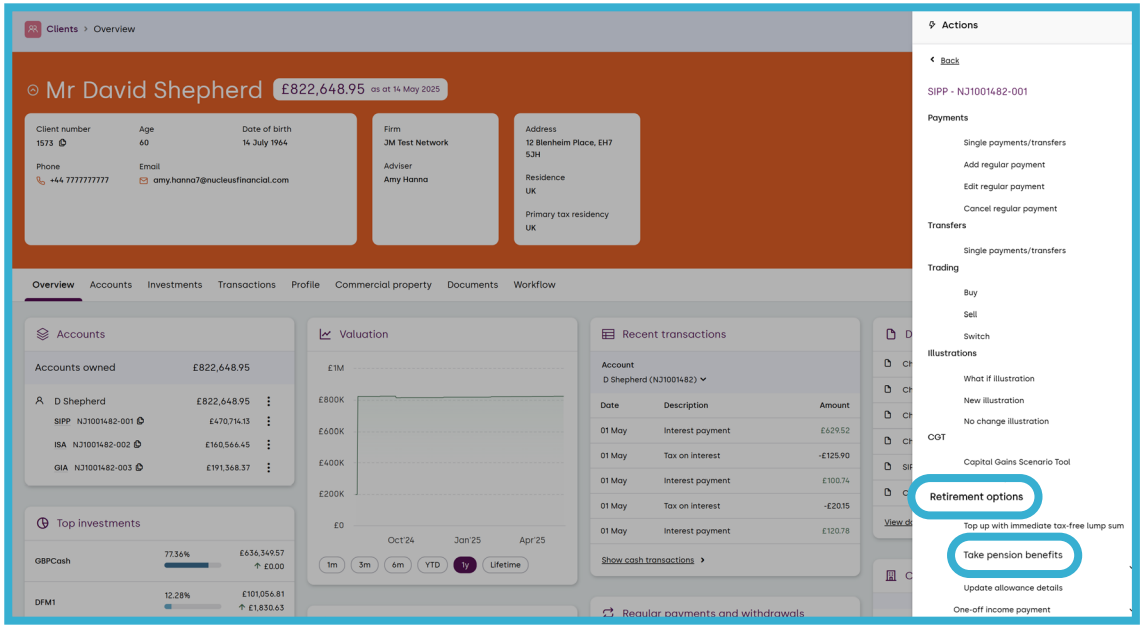
A list of actions will appear. Select **'Manage accounts'** and then **'SIPP'**.

Under **'Retirement options'**, select **'Take pension benefits'**.

A new request can't be processed if one is already in progress.

The option for UFPLS won't appear if the client has primary protection with PCLS protection and enhanced protection with PCLS protection.





Pension benefit details

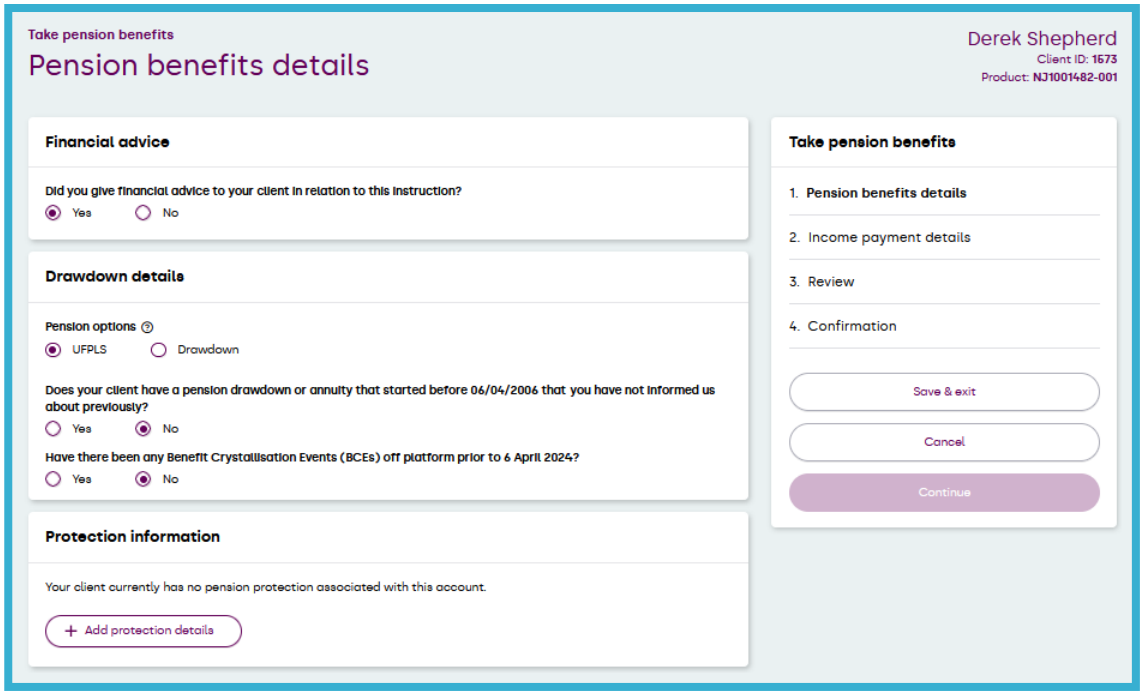
Key message

At any stage of the application, you can save and exit the application. To resume the application, go to the workflow tab within the client's account.

Confirm if financial advice has been provided to the client.

Key message

If financial advice hasn't been given, you can still proceed but the instructions change from this point on. Please follow the **How to process a non-advised UFPLS** payment guide for accurate guidance.



Select **'UFPLS'**.

Confirm whether your client has a pension drawdown or annuity that started before 6 April 2006 that you haven't informed us about previously.

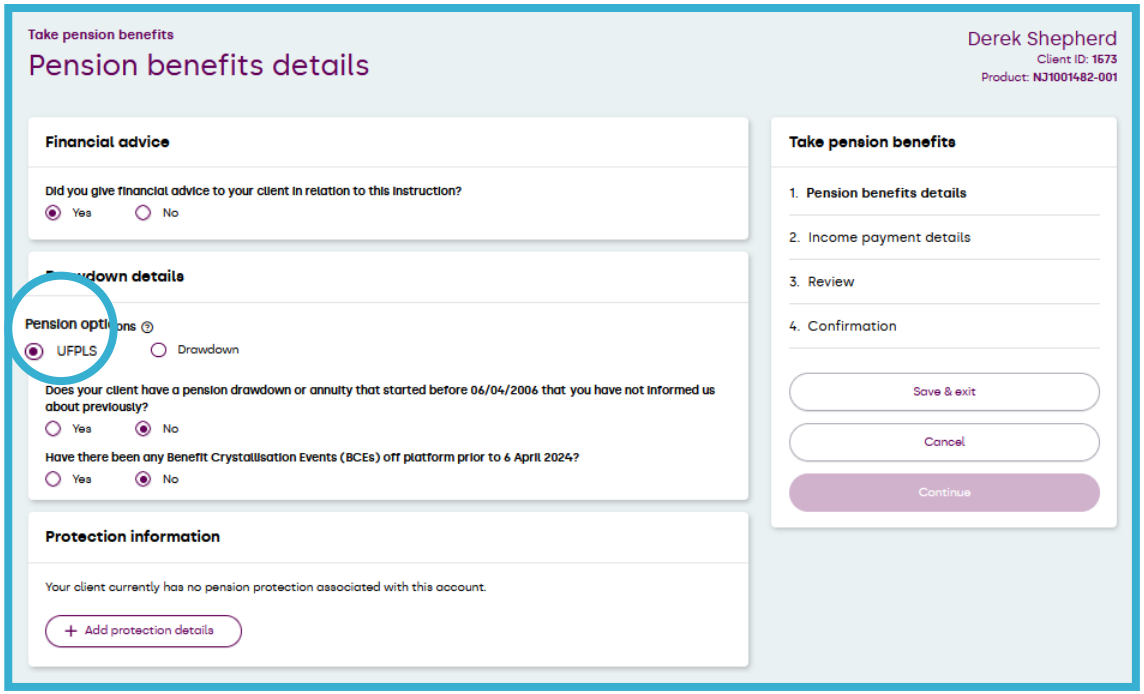
Confirm if there have been any benefit crystallisation events off platform prior to 6 April 2024. If there have, you will need to confirm the allowance amounts.

Key message

If your client has taken benefits prior to 6 April 2006 you'll need to speak to us before proceeding.

If the client has existing protection details on their account, the details will be prepopulated here.

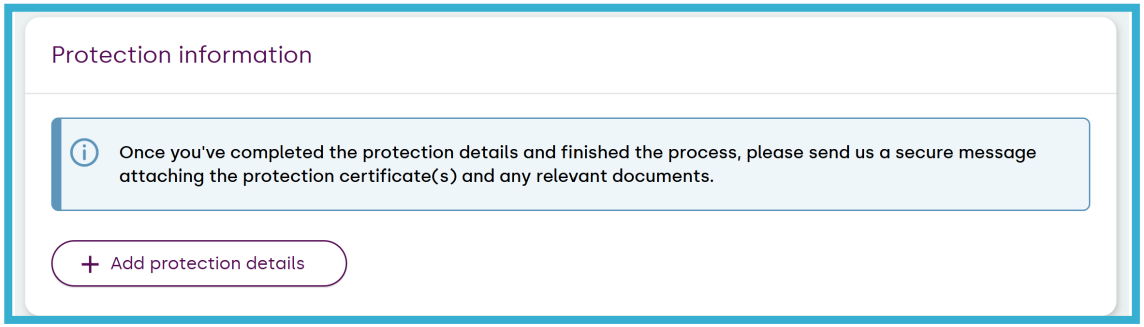
Select '**Add protection details**'.

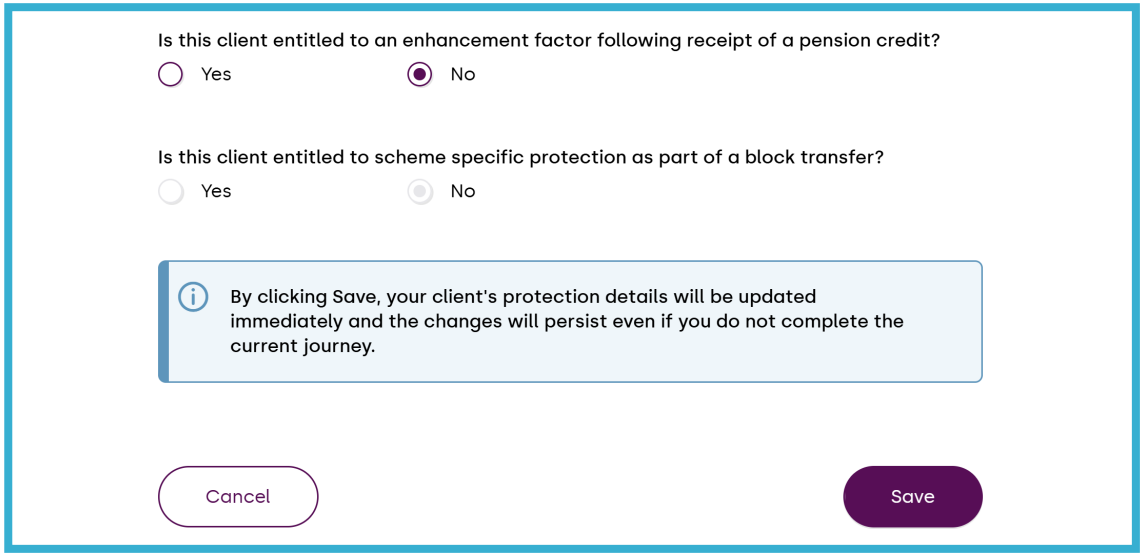


Select protection policies applicable by choosing Yes.

Select '**Save**'.

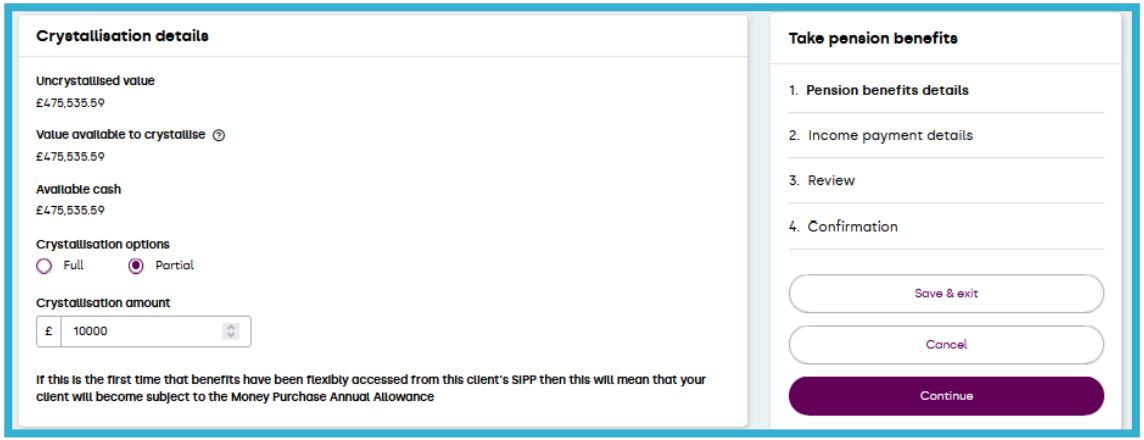
Once you've completed the protection details and finished the process, please send us a secure message attaching the protection certificate(s) and any relevant documents.





Select if the client wishes to withdraw a full or partial UFPLS payment.

If partial, enter the crystallisation amount.



When calculating the **'value available to crystallise'** the system will exclude any in flight trades. This means that you will be unable to fully crystallise a pot while a trade is unsettled.

However, where there is an already crystallised pot within the SIPP, and the amount of this pot fully covers an unsettled trade, the trade will be considered part of this pot, allowing the full crystallisation.

Enter any other Lump Sum Allowance (LSA) used on or after 6 April 2024 you need to tell us about.

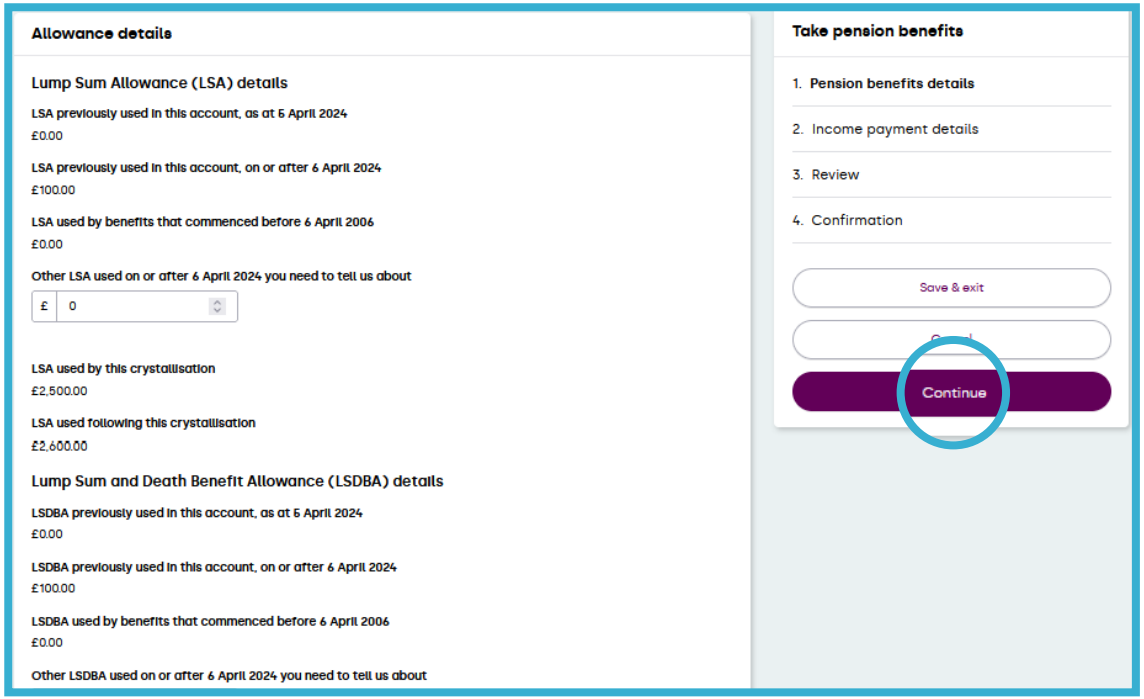
Enter any other (Lump Sum and Death Benefit Allowance) LSDBA used on or after 6 April 2024 you need to tell us about.

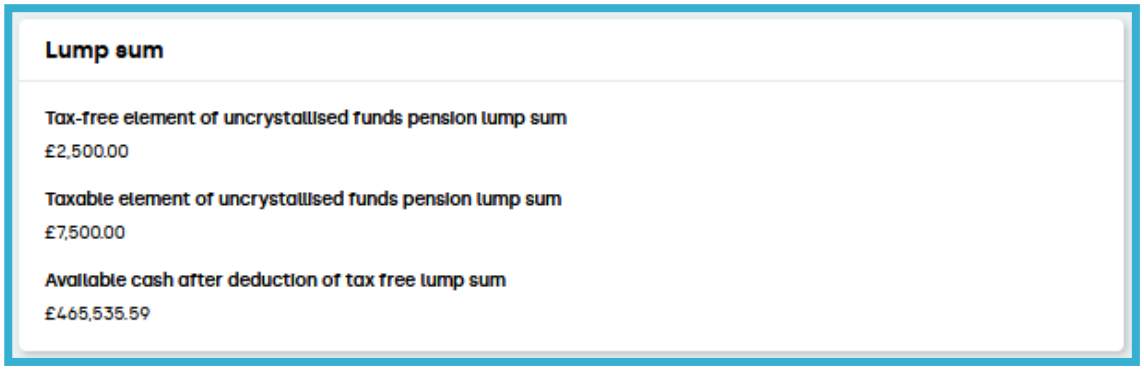
Key message

If you don't have the appropriate LSA details, please don't proceed with the process until this information has been confirmed.

Select **'Continue'** to move on to the income drawdown details page.

The journey will confirm the tax free and taxable element of this application.



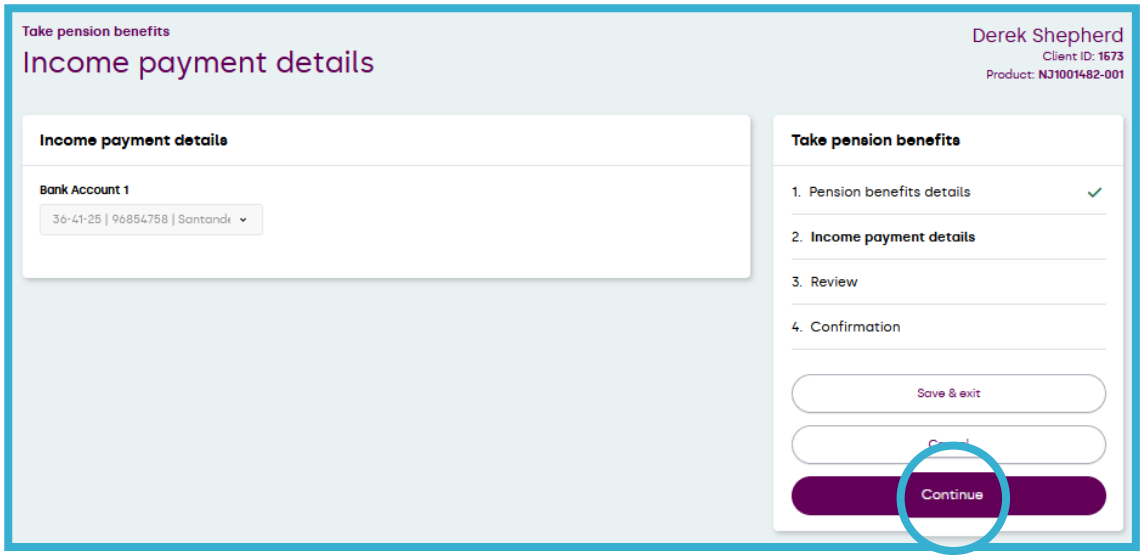


Income payment details

Confirm the bank account you wish the withdrawal to be paid to.

If only one bank account is linked to the plan, the selection box will be greyed out.

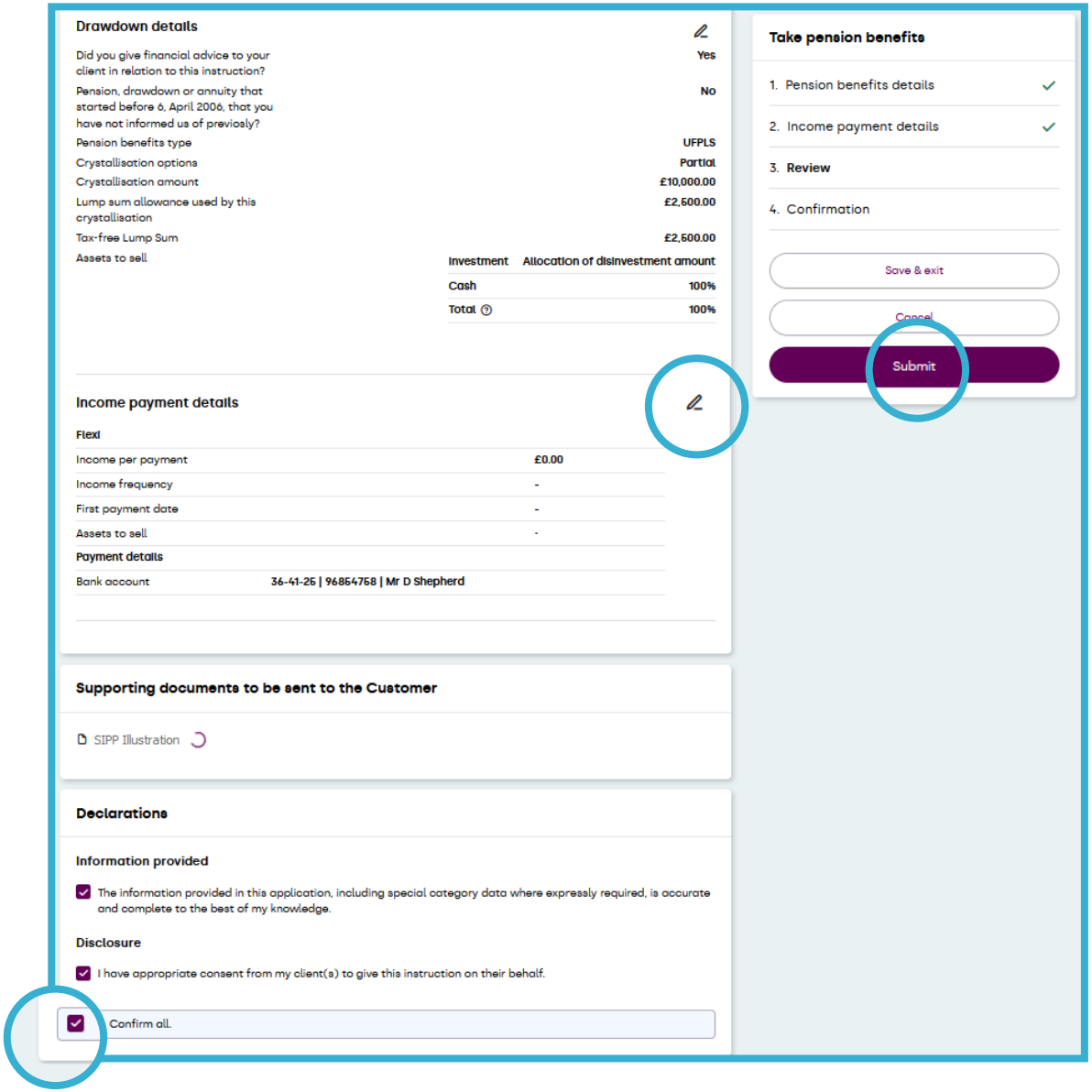
Select **'Continue'** to move on to the Review page.



Review

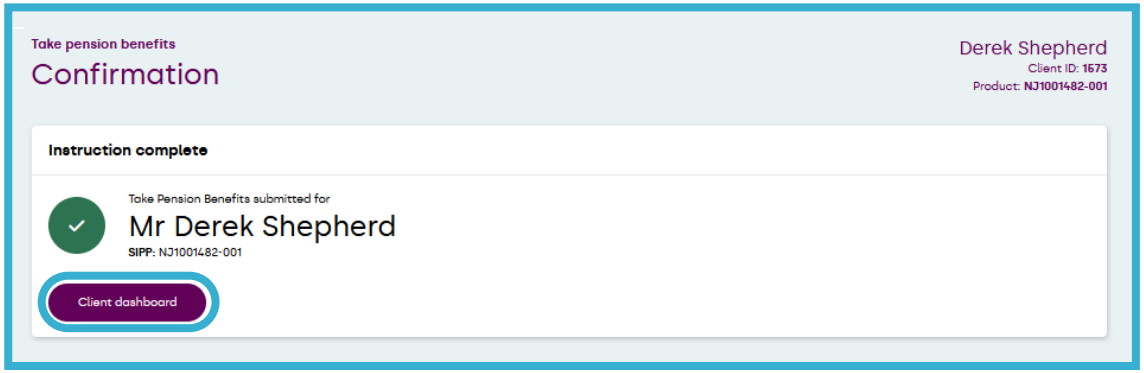
Review the application details for accuracy. Use the **'pencil'** icon to make any necessary changes.

Once you're happy with the accuracy of the application, tick the declarations and then select **'Submit'**.



The application has been submitted.

You can select **'Client dashboard'** to return to the client's home page.



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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 Typetalk service on 18001 03455 212 414.

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