CURTIS BANKS

GUIDANCE NOTE
ACCESSING YOUR BENEFITS – THE DRAWDOWN REQUEST PROCEDURE

APPROVED FOR CLIENT USE | SEPTEMBER 2026

This document explains the three-stage process that we undertake when we receive a benefit request form. Please read this information carefully and note the 'important information' sections below each stage, which will ensure processing your application is actioned in a timely manner. If you have any questions about the process, please visit our website www.curtisbanks.co.uk***, for more information.***

STAGE 1 - Receiving your form



- Once we have reviewed your form, we will request any required valuations and disinvestments to be made as appropriate. If your pension includes a commercial property, and you don't have a valuation dated within the last six months, we will arrange for one to be undertaken using the surveyor details provided on your drawdown form.



- ✓ Check all applicable sections are completed on the form prior to submitting.
- ✓ Check surveyor details (if applicable) and ensure these are correct and up to date.
- ✓ If you don't have an adviser, it's important that you complete the Risk Warning Questions on the form. Based on the answers you provide to these questions we'll create and send you a Risk Declaration that you'll need to sign and return in order for us to make payment.

STAGE 2 – Valuations and Reconciliation



- Once the first stage is complete, we'll carry out any required calculations and ensure we have everything we need to proceed. This will include ensuring
- that valuations are in place (if required), and that all funds are reconciled. We'll be in contact if there's anything further we need from you.
- Please be aware, due to the complexities associated with holding commercial property in a SIPP, the timescales to complete a valuation may be longer than usual. Please contact us if you have any questions.



- ✓ We're reliant on third parties to complete your request, which does sometimes mean that we are unable to progress your application until the required information has been received. However, in every case we will do our best to make things as quick and easy as possible for you.

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GUIDANCE NOTE



STAGE 3 – Making Payment

- In the final stage of the process, we'll aim to make payment to you within one working day of all the requirements being met (Stage 2). We'll confirm to you using the contact method provided, when this has been made and when you should expect to receive the funds.



- We'll provide you/your adviser with confirmation paperwork after we have made your payment.

ADDITIONAL IMPORTANT INFORMATION:

- Electronically signed forms must be submitted via secure message, while wet-signed forms may be submitted via secure message or by post.
- All required forms for taking your benefits can be found on our website.
- For information on how to appoint a financial adviser, please see https://nucleusfinancial.com/customers/support/your-wealth.
- Information on the Lump Sum Allowance (LSA) and the Lump Sum and Death Benefits Allowance (LSDBA) and what these mean can be found on our website under the relevant section for advisers and clients.
- If you need any information on Money Purchase Annual Allowance (MPAA), you can find this at www.curtisbanks.co.uk/mpaa-money-purchase-annual-allowance.
- MoneyHelper advice can be found at http://www.moneyhelper.org.uk.

For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 0370 414 7000, or via the Relay UK service on 18001 0370 414 7000.

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