

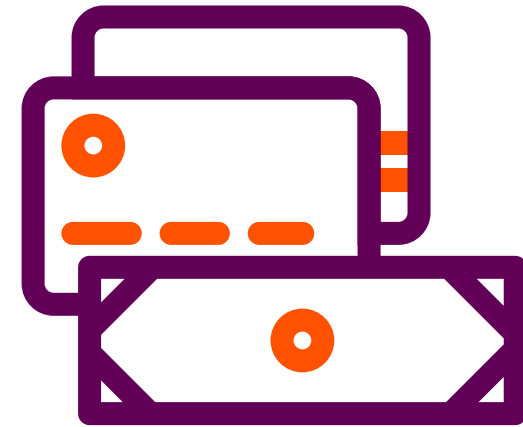
For advisers

Our new
platform

nucleus^o platform

How to process an ISA regular withdrawal

🕒 2 minute read



How to process an ISA regular withdrawal

Withdrawal details	5
Review	8

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 process an ISA regular withdrawal

To start the ISA regular withdrawal process, you first need to find for your client. Please refer to the guides on our website to search for a client or create a new client.

Once you've located your client, you can refer to this guide to submit the ISA regular withdrawal.



At least one bank account that's authorised for withdrawals is required to complete the transaction.

To add a new bank account, please refer to the guide on our website.

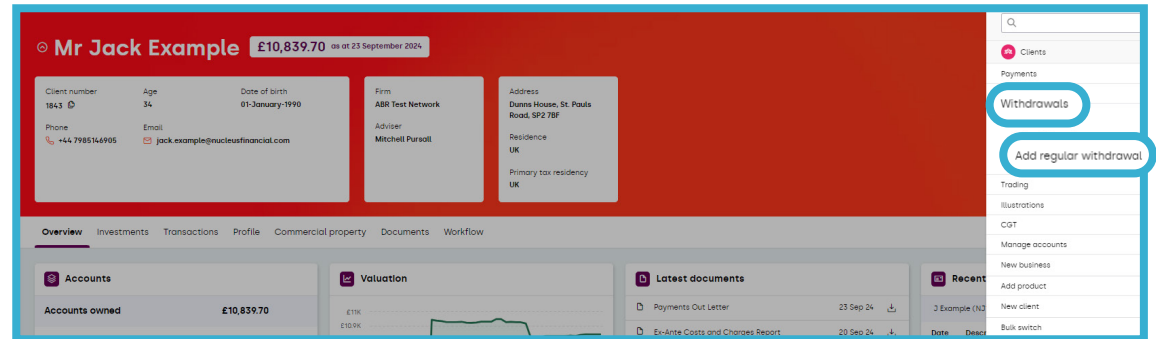
From the client landing page select the **'Actions'** button.

The screenshot displays a client landing page for 'Mr Jack Example' with a total value of £10,839.70 as of 23 September 2024. The page is divided into several sections:

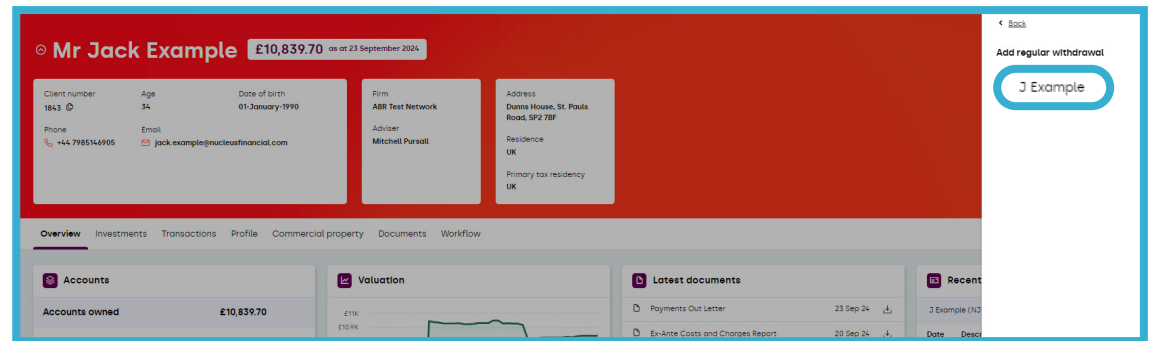
- Client Details:** Client number 1843, Age 34, Date of birth 01-January-1999, Firm ABR Test Network, Address Duane House, St. Pauls Road, SP2 7BF, Phone +44 7985144905, Email jack.example@nucleusfinancial.com, Adviser Mitchell Pursell, Residence UK, Primary tax residency UK.
- Accounts:** Shows 'Accounts owned' with a total value of £10,839.70. A table lists 'J Example' with an ISA N12001644-001 valued at £10,839.70.
- Top Investments:** Displays 'GBPCash' at 90.53% (£9,813.38) and 'Vanguard (Ireland) Emerging Markets Stock Index GBP Acc' at 9.47% (£1,026.32).
- Valuation:** A line chart showing the account's value over time, with a significant increase in late August.
- Latest documents:** A list of documents including 'Payments Out Letter' (23 Sep 24), 'Ex-Ante Costs and Charges Report' (20 Sep 24), 'Target Market Information' (20 Sep 24), 'Confirmation Schedule (Advised)' (06 Sep 24), and 'Stock & Shares ISA Illustration' (04 Sep 24).
- Recent transactions:** A table showing transactions for 'J Example (N12001644)'.

Date	Description	Amount
09 Sep	Spread Initial Adviser Charge	£100.00
08 Sep	Ongoing Adviser Charge for Individual Savings Account for the period 09-Aug-2024 to 08-Sep-2024	-£8.95
08 Sep	Platform charge for the period 09-Aug-2024 to 08-Sep-2024	-£0.29
02 Sep	Interest N12001644-001 2513 GBP	£25.13
02 Sep	Withholding Tax	-£2.51
- Regular payments and withdrawals:** A section for managing payments and withdrawals.

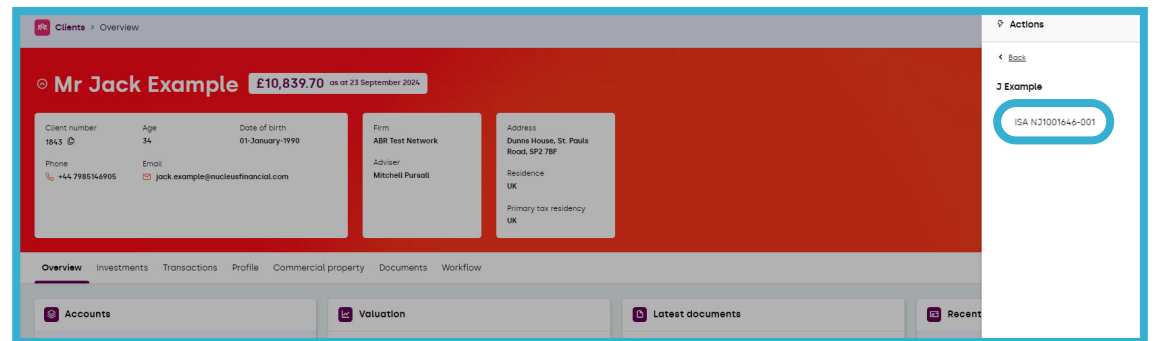
Select **'Withdrawals'** and then select **'Add regular withdrawal'**.



Select the client's head account.



Select the account you wish to set up a regular withdrawal for.



Withdrawal details

Key message

At any stage of the withdrawal, you can **'Save and exit'** the transaction. You can resume this under the workflow tab within the client's account.

Confirm if advice has been given to your client.

Confirm withdrawal amount details.



The first withdrawal date can be any date from 1 – 28 of the month. There's a minimum of 12 working days required to set up the withdrawal instruction.

Add regular withdrawal

Withdrawal details

Jack Example
Client ID: 1843
Product: N31001646-001

Financial advice

Did you give financial advice to your client in relation to this instruction?

Yes No

Withdrawal amount

Withdrawal amount ⓘ

£ 50

Withdrawal frequency: Monthly First withdrawal date: 01/11/2024

Continue until: Until notified

Payment reference (optional) ⓘ

Monthly ISA Withdrawal

Bank account ⓘ

11-22-33 | 11223344 | Highstreet Bank

Investments to sell

Withdrawal amount Monthly
£50.00

Investment name	Available to sell ⓘ	Estimated amount to withdraw ⓘ	Sell all ⓘ
Cash	£11,025.63	£ 50	<input type="checkbox"/>
<u>TIM AAP Adventurous C Acc</u>	£1,203.04	£ 0	<input type="checkbox"/>

Add regular withdrawal

1. Withdrawal details
2. Review
3. Confirmation

Save & exit

Cancel

Continue

Enter a payment reference.

Key message

Adding a reference will make it easy for your client to identify the payment in their bank account and on their bank statements. If you're using a Building Society, please enter the roll number here. Any reference you enter here will appear on your bank statements.

Select the nominated bank account from the drop-down list.



The bank account will be pre-populated if your client only has a bank account that's authorised for withdrawals. If no bank account is available or you would like to add a new bank account follow the How to add or remove a client bank account guide on our Help Hub.

Add regular withdrawal

Withdrawal details

Jack Example
Client ID: 1843
Product: N31001646-001

Financial advice

Did you give financial advice to your client in relation to this instruction?

Yes No

Withdrawal amount

Withdrawal amount ⓘ

£ 50

Withdrawal frequency First withdrawal date

Monthly 01/11/2024

Continue until

Until notified

Payment reference (optional) ⓘ

Monthly ISA Withdrawal

Bank account ⓘ

11-22-33 | 11223344 | Highstreet Bank

Investments to sell

Withdrawal amount Monthly
£50.00

Investment name	Available to sell ⓘ	Estimated amount to withdraw ⓘ	Sell all ⓘ
Cash	£11,025.63	£ 50	<input type="checkbox"/>
<u>TIM AAP Adventurous C Acc</u>	£1,203.04	£ 0	<input type="checkbox"/>

Add regular withdrawal

1. Withdrawal details
2. Review
3. Confirmation

Save & exit

Cancel

Continue

Confirm investments to sell and the estimated withdrawal amounts.



Selecting **'Sell all'** will sell the whole investment to cover the regular withdrawal.

Once you're happy with all your withdrawal details, select **'Continue'** to move on to the review page.

Add regular withdrawal

Jack Example
Client ID: 1843
Product: N31001646-001

Withdrawal details

Financial advice

Did you give financial advice to your client in relation to this instruction?

Yes No

Withdrawal amount

Withdrawal amount ⓘ

£ 50

Withdrawal frequency: Monthly

First withdrawal date: 01/11/2024

Continue until: Until notified

Payment reference (optional) ⓘ: Monthly ISA Withdrawal

Bank account ⓘ: 11-22-33 | 11223344 | Highstreet Bank

Investments to sell

Withdrawal amount Monthly: £50.00

Investment name	Available to sell ⓘ	Estimated amount to withdraw ⓘ	Sell all ⓘ
Cash	£11,025.63	£ 50	<input type="checkbox"/>
<u>TIM AAP Adventurous C Acc</u>	£1,203.04	£ 0	<input type="checkbox"/>

Add regular withdrawal

- Withdrawal details
- Review
- Confirmation

Save & exit

Cancel

Continue

Review

Review the withdrawal details for accuracy. You can use the pencil icon to make any necessary changes.

The illustration will be produced here. Documents can't be amended once submitted. If there are any amendments to be made to documentation you'll need to resubmit the withdrawal to generate new documents.

Read the declaration and tick to confirm completion.

Select **'Submit'** to submit the regular withdrawal.

Add regular withdrawal Jack Example
Client ID: 1843
Product: NJ1001646-001

Review

Financial advice

Did you give financial advice to your client in relation to this instruction? Yes

ISA

Regular withdrawal		✎
Withdrawal amount	£50.00	
Withdrawal frequency	Monthly	
First withdrawal date	1 Nov 2024	
Continue until	Until notified	
Reference	Monthly ISA Withdrawal	
Bank account	11-22-33 11223344 Jack Example	

Investments to sell

Investment	Regular Sell Allocation	✎
Cash	£50.00	
Estimated net order value ⓘ	£50.00	

Supporting documents to be sent to the Customer

📄 [ISA Illustration \(225010\)](#)

Declarations

Disclosure

I have appropriate consent from my client(s) to give this instruction on their behalf.

Confirm all.

Add regular withdrawal

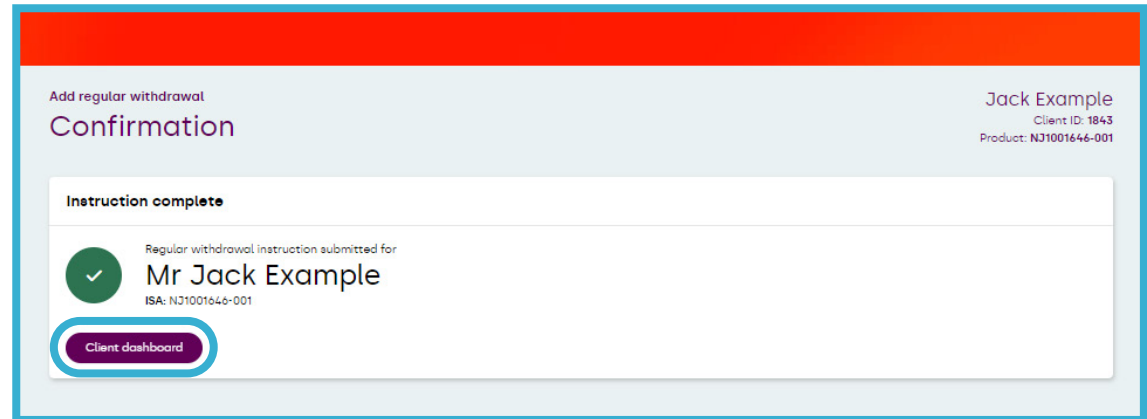
- Withdrawal details ✓
- Review**
- Confirmation


[Save & exit](#)

Submit

The regular withdrawal has been submitted.

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



 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 Tynetalk service on 18001 03455 212 414.

"Nucleus" is the trading name for Nucleus Financial Platforms Limited (NFPL) (registered in England, number 06033126), Nucleus Group Services Limited (NGSL) (registered in England, number 02538532); James Hay Services Limited (JHS) (registered in Jersey, number 77318); James Hay Administration Company Limited (JHAC) (registered in England, number 04068398); James Hay Pension Trustees Limited (JHPT) (registered in England, number 01435887); James Hay Wrap Managers Limited (JHWM) (registered in England, number 04773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England, number 07259308); Nucleus Financial Services Limited (NFS) (registered in England, number 05629686). NFPL, NFS, NGSL, JHAC, JHPT, JHWM, JHWNC have their registered office at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. JHS has its registered office at Aztec Group House, IFC6, The Esplanade, St Helier, Jersey, JE4 0QH. JHAC, JHWM and NFS are authorised and regulated by the Financial Conduct Authority. NFPL, NGSL, NFS, JHWM, JHPT, JHAC and JHS are members of a VAT group with VAT registration number 514 0358 80. All companies are wholly owned subsidiaries of NFPL. Further details of the Nucleus Group can be found at nucleusfinancial.com. (12/25)