For advisers

Our new platform

nucleus platform



How to request an ad hoc adviser charge

2 minute read

How to request an ad hoc adviser charge

How to request an ad hoc adviser charge 3

Adding an ad hoc charge 5

Documents and disclosures 7

How to use this document

Important information will look like this.

Key messages will look like this.

Useful info will look like this.

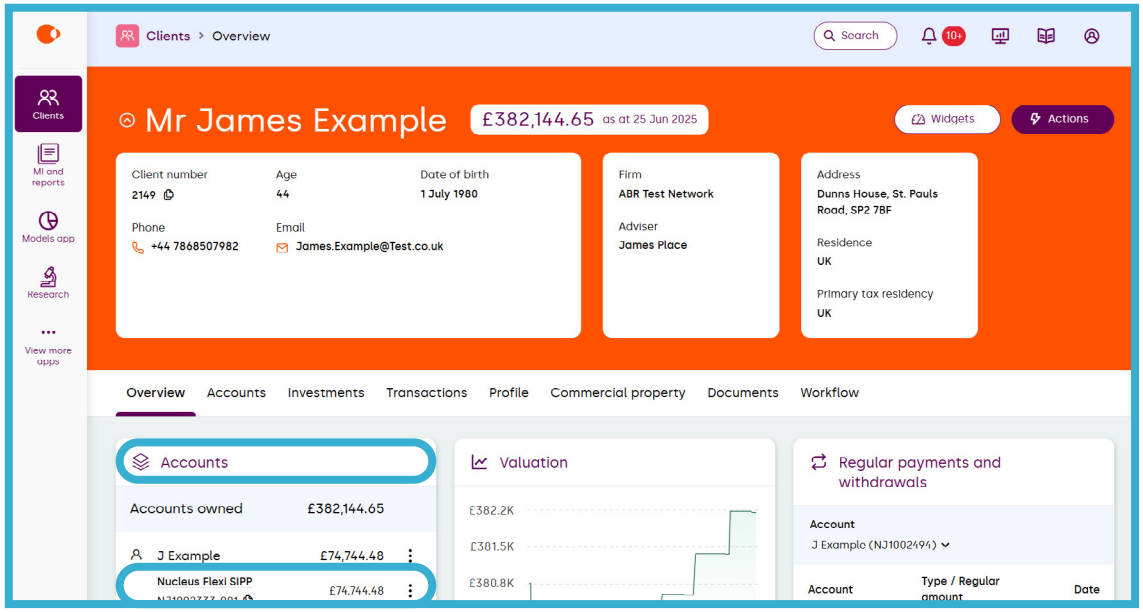
We recommend using the zoom function to view the details on the platform screens in this guide.

To request an ad hoc adviser charge, you

How to request an ad hoc adviser charge

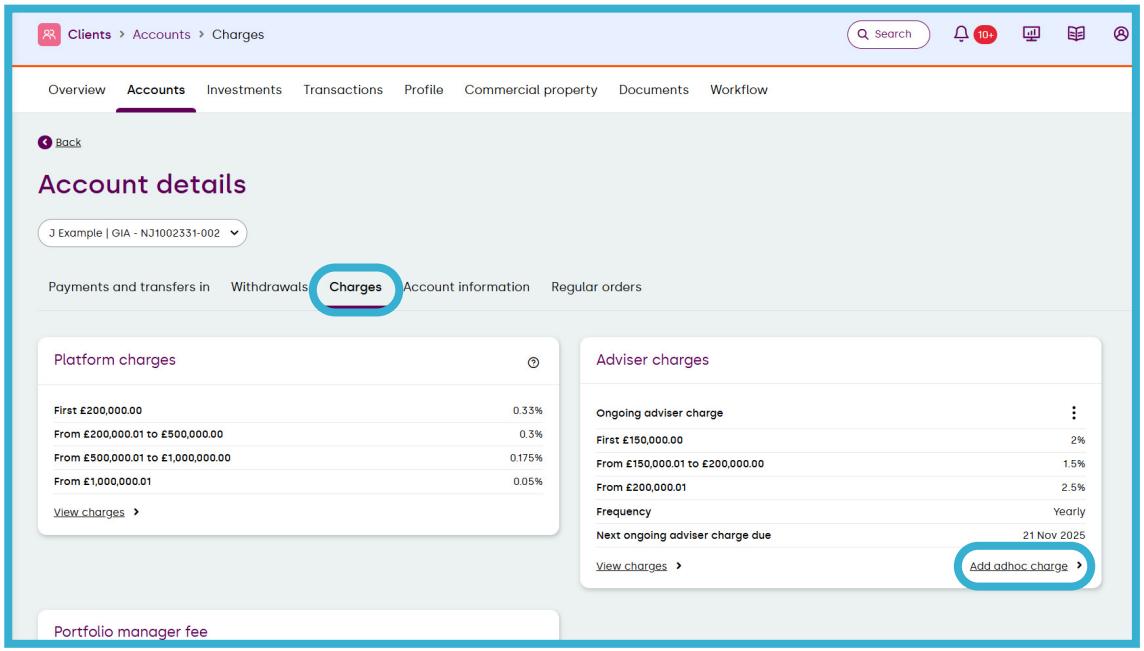
To request an ad hoc adviser charges, you first need to find your client. You can refer to our guide on our website.

From the client's home page, within the **'Accounts'** widget, click on the name of the product you're adding the **ad hoc charge** to.



From the account details page, select **'Charges'**.

In the adviser charges box, select **'Add ad hoc charge'**.



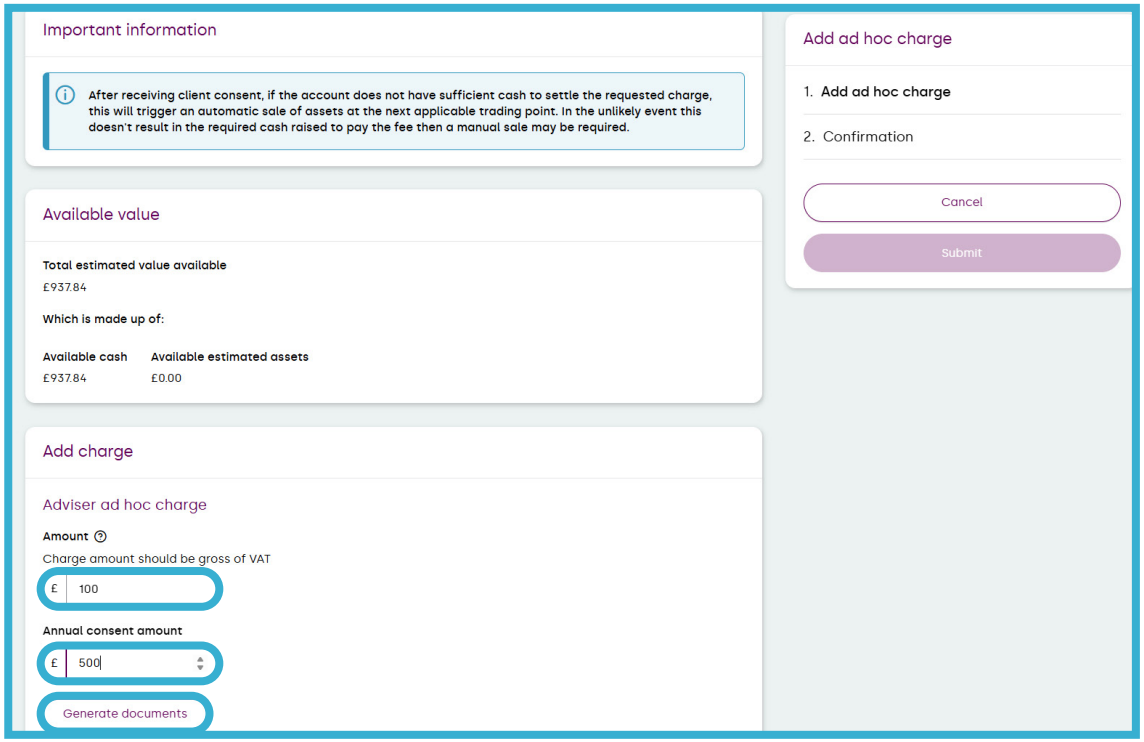
Adding an ad hoc charge

Key message

The adviser charge requested will be paid from available cash in the client's product account.

If there's insufficient cash available, we'll automatically sell selected tradeable investments proportionately to raise the cash needed, in line with our published approach.

It's important to ensure there is sufficient available cash and investments to make this payment.



Enter the **'ad hoc adviser charge amount'** and the **'annual consent amount '**.

Select '**Generate documents'**.

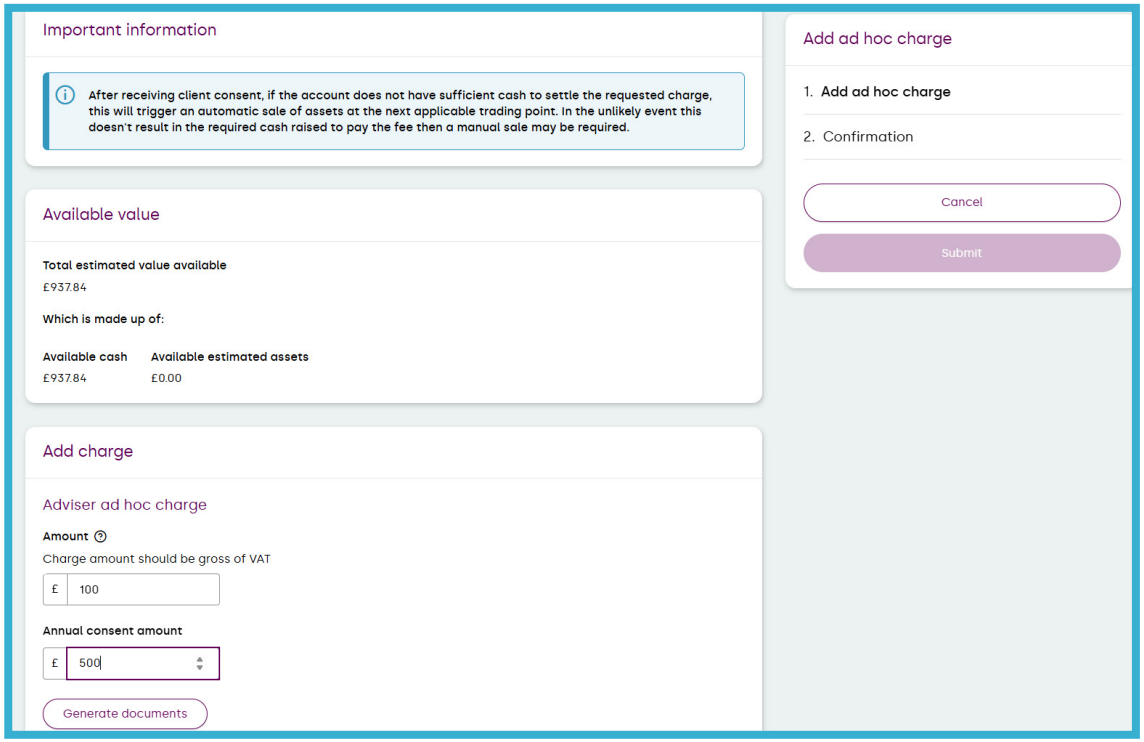
Key message

The annual consent amount agreed with the client allows you to collect ad hoc charges up to this amount in a 12-month period. The system will keep a running balance.

If you still have any allowance remaining, you'll be able to submit future ad hoc requests without needing further client consent.

Key message

No individual ad hoc payment should exceed the £10,000 annual limit set for an ad-hoc adviser charge.

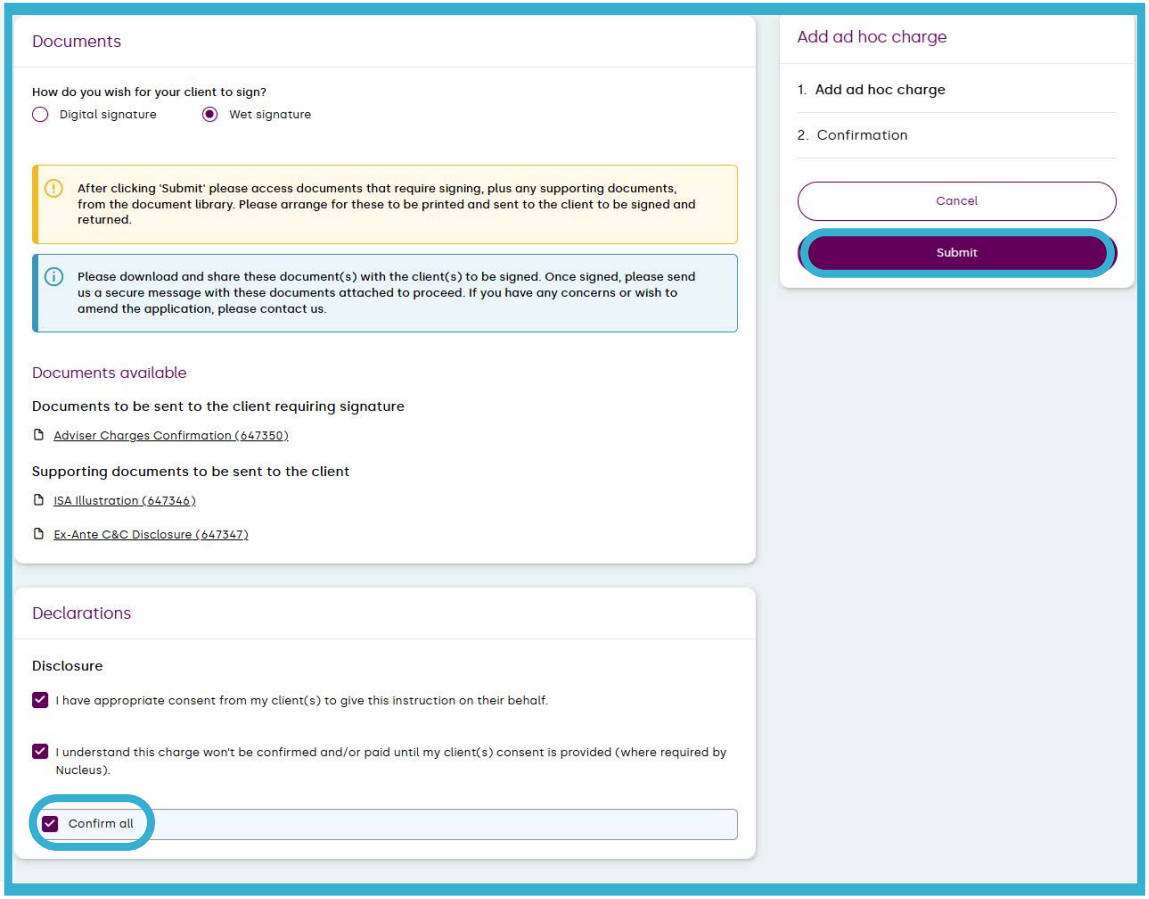


Documents and declarations

Select how your client wishes to sign their documents.

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.

If an ad hoc adviser charge request exists, which has not yet been authorised by your client, a new request can't be made until the client authorises the previous request, or you inform us that the existing payment is to be cancelled.



Read through and confirm the declarations by selecting '**Confirm all**'.

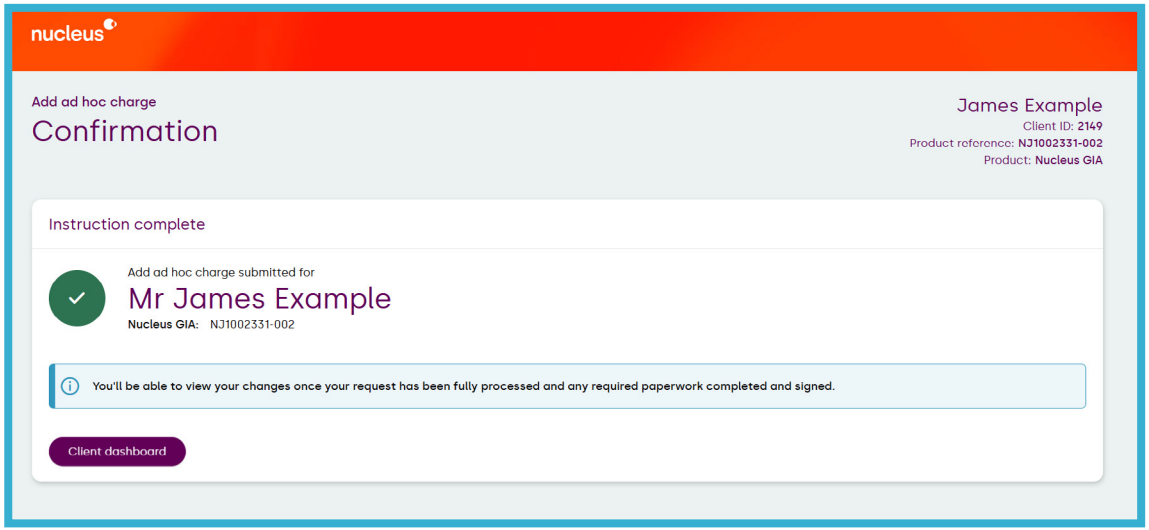
Once you're happy select **'Submit'** to complete the request.

The ad hoc charge has been submitted.

Key message

Once submitted, the documents requiring a signature can't be amended. If any changes are required, you'll need to restart the process and generate new documents.

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.



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.

"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)

0160NU.03
07/2026