

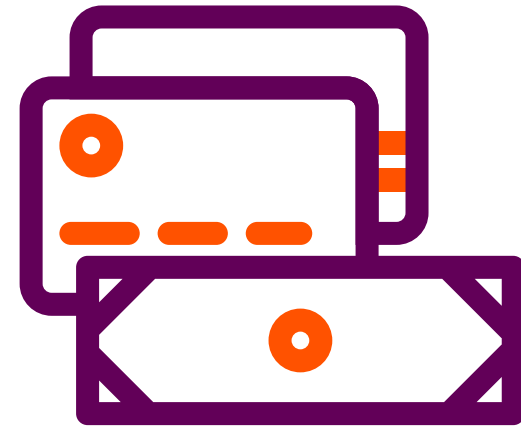
For advisers

Our new  
platform

# nucleus<sup>o</sup> platform

## How to process an ISA single withdrawal

 2 minute read



# How to process an ISA single withdrawal

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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.

## How to process an ISA single withdrawal

To start the ISA single withdrawal process, 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.



The Nucleus ISA is a flexible ISA, meaning withdrawals taken can be paid back into the account within the same tax year, provided the total net annual ISA allowance isn't exceeded.

From the client landing page select the 'Actions' button, then 'Withdrawals'.

Mr Jack Example £10,836.27 as at 20 September 2024

Client number: 1843, Age: 34, Date of birth: 01-January-1990, Firm: ABR Test Network, Address: Dunns House, St. Pauls Road, SP2 7BF, Phone: +44 7985146905, Email: Jack.example@nucleusfinancial.com, Adviser: Mitchell Pursall, Residence: UK, Primary tax residency: UK

Overview | Investments | Transactions | Profile | Commercial property | Documents | Workflow

Accounts owned: £10,836.27

Performance: J Example (NJ1001646) ↓ Decrease of 1.53%

Recent transactions: J Example (NJ1001646)

Date	Description	Amount
09 Sep	Spread Initial Adviser Charge	£100.00

Mr Jack Example £10,836.27 as at 20 September 2024

Client number: 1843, Age: 34, Date of birth: 01-January-1990, Firm: ABR Test Network, Address: Dunns House, St. Pauls Road, SP2 7BF, Phone: +44 7985146905, Email: Jack.example@nucleusfinancial.com, Adviser: Mitchell Pursall, Residence: UK, Primary tax residency: UK

Overview | Investments | Transactions | Profile | Commercial property | Documents | Workflow

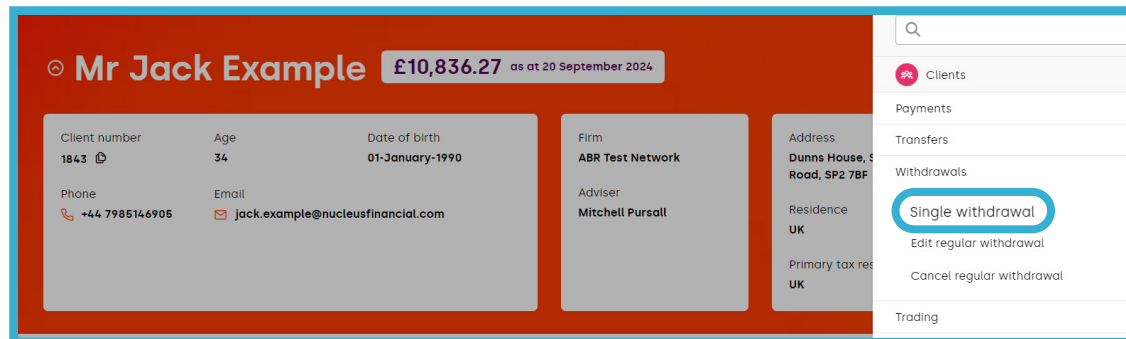
Accounts owned: £10,836.27

Performance: J Example (NJ1001646) ↓ Decrease of 1.53%

Actions menu:

- Payments
- Transfers
- Withdrawals (highlighted)
- Single withdrawal
- Edit regular withdrawal
- Cancel regular withdrawal
- Trading
- Illustrations
- CGT
- Manage accounts
- New business
- Add product
- New client
- Bulk switch
- Model upgrade

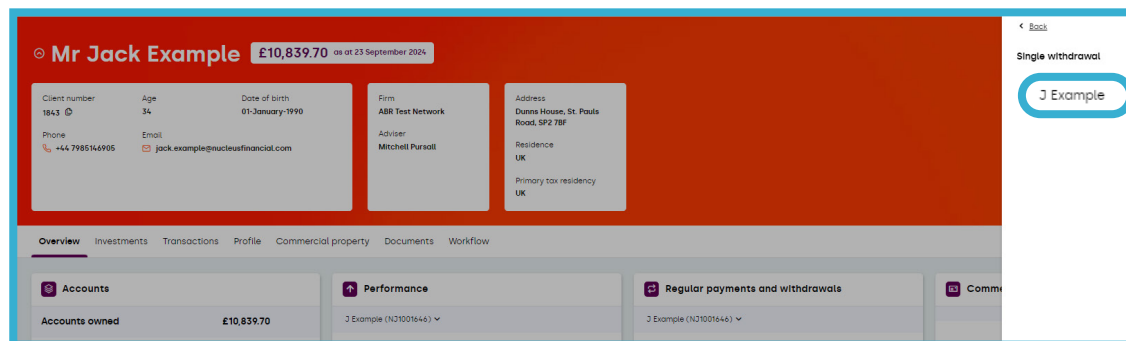
A list of actions will appear. To create the withdrawal process, select **'Single withdrawal'**.



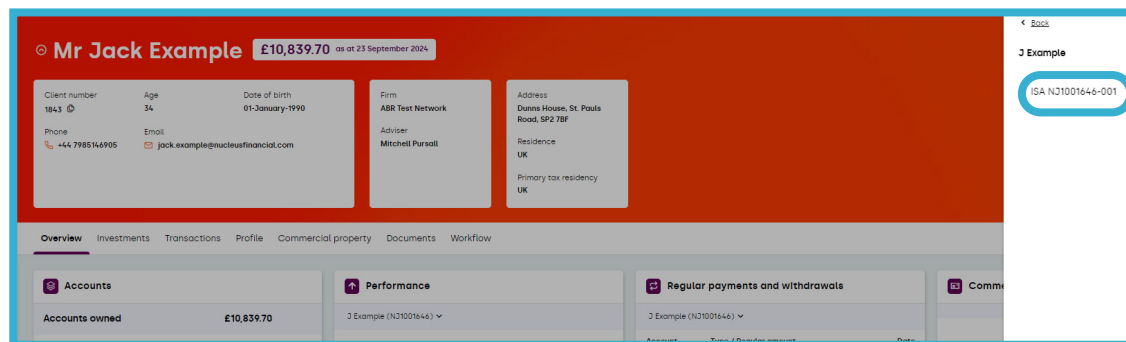
Select the account you wish to set up a single withdrawal for.



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



Any pre-existing withdrawal arrangements from this account will be made as per the instructions given and will be paid separately to this one-off request.



## Withdrawal details

### Key message

At any stage of the process, you can 'Save and exit' the application. To resume the session, navigate to the workflow tab within the client's account.

Confirm if financial advice has been provided to the client.

Confirm all withdrawal amount details.

Confirm if you would like to add a reference to be used when making the payment.

### Key message

You can add a reference which will be used when we make the payment. Adding a reference will make it easy for your client to identify the payment in their bank account and on their bank statements.

The screenshot displays a 'Single withdrawal' form for a client named Jack Example (Client ID: 1843, Product: N31001646-001). The form is divided into several sections:

- Financial advice:** A question 'Did you give financial advice to your client in relation to this instruction?' with radio buttons for 'Yes' (selected) and 'No'.
- Withdrawal details:** Shows 'Total estimated value available' as £9,740.34. A sub-section 'Which is made up of:' lists 'Available cash' (£8,773.38) and 'Estimated asset value available' (£966.96).
- Withdrawal amount:** Includes 'Withdrawal type' with radio buttons for 'Available cash' (selected) and 'Investments and available cash'. The 'Withdrawal amount' is set to £ 500. An optional 'Payment reference' field contains 'Payment From ISA'. The 'Bank account' is set to '11-22-33 | 11223344 | Highstreet Bank'.
- Single withdrawal sidebar:** A vertical navigation menu with steps: '1. Withdrawal details' (active), '2. Review', and '3. Confirmation'. It includes buttons for 'Save & exit', 'Cancel', and 'Continue'.

### Key message

If you select 'specify amount', you can tell us how much you want to withdraw and then select the cash and investments below, that you wish to be used to make this withdrawal. If you select specify investments / cash, you can tell us which investments / cash you want to sell. The amount of the withdrawal will then be the total value of the investments / cash you select.

Select the nominated bank account.



The bank account will be pre-populated if your client only has one authorised nominated bank account. If you'd like to add a new bank account, please go to the Bank Account page. Once the bank account added has been validated, you can then select this new bank account for payments out.

#### Withdrawal amount

**Withdrawal type**

Available cash   
  Investments and available cash

**Withdrawal amount option**

Specify amount   
  Specify investments / cash   
  Withdrawal all

**Withdrawal amount**

£ 500

**Payment reference (optional)**

Payment From ISA

**Bank account**

11-22-33 | 11223344 | Highstreet Bank

#### Investments to sell

Investment name	Available to sell	Value to withdraw	Sell all
Cash	£11,025.63	£ 400	<input type="checkbox"/>
7IM AAP Adventurous C Acc	£1,203.04	£ 50	<input type="checkbox"/>
Vanguard (Ireland) Emerging Markets Stock Index GBP Acc	£1,079.14	£ 50	<input type="checkbox"/>
<b>Total</b>		<b>£500.00</b>	

**1. Withdrawal details**

---

2. Review

---

3. Confirmation

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Confirm investments to sell and the withdrawal amounts.



Selecting withdraw all will trigger an account closure. If your client doesn't wish to close the account, select **Specify amount** or **Specify investments / cash**.

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

**Withdrawal amount**

**Withdrawal type**  
 Available cash  Investments and available cash

**Withdrawal amount option** ⓘ  
 Specify amount  Specify investments / cash  Withdrawal all

**Withdrawal amount** ⓘ  
£ 500

**Payment reference (optional)** ⓘ  
Payment From ISA

**Bank account**  
11-22-33 | 11223344 | Highstreet Bank ▾

**Investments to sell**

Investment name	Available to sell ⓘ	Value to withdraw ⓘ	Sell all ⓘ
Cash	£11,025.63	£ 400	<input type="checkbox"/>
<a href="#">ZIM AAP Adventurous C Acc</a>	£1,203.04	£ 50	<input type="checkbox"/>
<a href="#">Vanguard (Ireland) Emerging Markets Stock Index GBP Acc</a>	£1,079.14	£ 50	<input type="checkbox"/>
<b>Total</b>		<b>£500.00</b>	

**1. Withdrawal details**  
**2. Review**  
**3. Confirmation**

Save & exit

**Continue**

## Review

Review the withdrawal details for accuracy. Use the pencil icons to make any necessary changes.

Read the declarations and tick to confirm completion.

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

**Single withdrawal Review**

Jack Example  
Client ID: 1843  
Product: NJ1001646-001

**ISA**

**Withdrawal details**

Withdrawal type	Available cash
Withdrawal amount	£500.00
Reference	Payment From ISA
Payment method	Faster
Bank account	11-22-33   11223344   Jack Example
Available cash	£8,773.38
Estimated asset value available	£966.96
Total estimated value available	£9,740.34

**Investments to sell**

Investment name	Current value	Value to withdraw
Cash	£8,773.38	£500.00
Vanguard (Ireland) Emerging Markets Stock Index GBP Acc	£966.96	£0.00
<b>Total</b>		<b>£500.00</b>

**Supporting documents to be sent to the Customer**

ISA Illustration

**Declarations**

**Disclosure**

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

Confirm all.

**Single withdrawal**

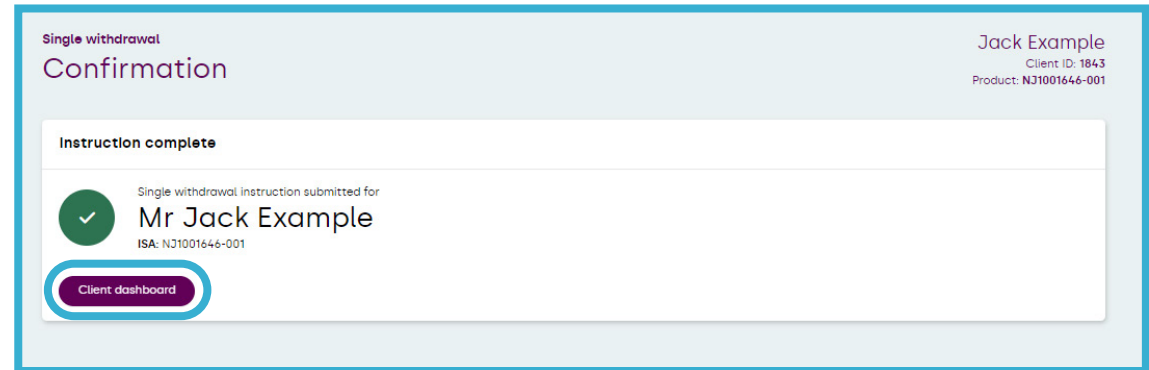
1. Withdrawal details ✓
2. **Review**
3. Confirmation


Save & exit


**Submit**

The withdrawal has been submitted.

To return to the client account select '**Client dashboard**'.



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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 Tynetalk service on 18001 03455 212 414.**

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