

Key changes summary for James Hay Wrap

This document explains how your James Hay Wrap products are changing and what this means for you.

Please note that anything outlined may require you to take action.

What's new

We're investing in our systems and the products you hold with us to help make retirement more rewarding for you.

As a James Hay Wrap customer, the products you currently hold with us will change so that you can benefit from our new, enhanced platform. The Wrap products will be closed and this document, along with the other enclosures, aim to help you understand what this means for you.

Your Wrap products will change as follows:

James Hay Wrap	Nucleus Modular iPlan
Wrap Investment Portfolio	Modular GIA (General Investment Account)
Wrap SIPP	Modular iSIPP
Wrap ISA	Modular ISA
Wrap Offshore Bond	Modular Offshore Bond

While you may still see the James Hay name within the Nucleus group of companies, your products and correspondence will carry our new Nucleus brand. Your products' reference numbers will also change, and these will be provided to you at a later date.

New terms and conditions

We're changing your products' terms and conditions to reflect the enhancements described in this document and the other enclosures. This includes changes to the products and investment options open to you, the charges you pay, and the ways in which our systems can help you manage your money.

We hope our new documents keep you feeling informed, so if you have any particular concerns about the changes to your Nucleus products, please don't hesitate to get in touch.

 Your revised Terms and Conditions can be read on our website, or you can call us on 03455 212 414 to request a copy.

Using our website

Our new homepage is nucleusfinancial.com. Alongside access to the platform, you can use the site to locate frequently asked questions (FAQs), guides, product literature, and to learn more about Nucleus.

Please see the Online section of this document for information on how your platform access is changing.

Upgrading our platform


The improvements made to our platform mean easier navigation, enhanced tools, and a wider range of options for you and your adviser to manage your products with us. Our new platform technology adopts a user-friendly design and a more responsive service, saving you time and effort.

Your options for managing your plan and sending instructions to us are found later in this document.

Upgrades to your James Hay Wrap

Going modular

The Modular iPlan products are designed to be flexible and fair, giving you the choice to access only what you want to invest in. The assets you can hold are divided into modules, meaning you only pay for the options you choose.

 Please see the Key Features Document, Permitted Investments List and Charges Schedule for your products for more information on how the Modular iPlan works.

Introduction of Bed and ISA

Bed and ISA lets you to sell existing investments held in certain GIA products and use the proceeds to top-up an existing ISA - all in one instruction.

Flexi-access Modular ISA

ISAs on our new platform allow flexible access at any time. This means you can take out cash then put it back in during the same tax year without impacting your remaining current year's ISA allowance.

The standard limit for ISA subscriptions within a tax year remains in place. If you already have a Wrap ISA, this will convert to a flexible ISA automatically.

Unbundled products

We are removing the requirement for you to hold an Investment Portfolio (Modular GIA) before being able to add a SIPP, ISA or Offshore Bond to your plan. Our products can now be opened individually, giving you an extra layer of flexibility.



Pricing

Changes to charges

We're sticking with the tiered monthly charge format that you know today, now referred to as the platform charge.

Removing charges	New charges	Charge calculation
Our scale means we can simplify our pricing structure, making it easier for you to assess good value. As a result, we're reducing the number of annual and transactional fixed charges, including the minimum charge and many property charges.	<p>The modular structure of your new products ensures you only pay for the types of assets you want to access. These are the Whole of Market, Commercial Property and Specialist Investment modules, whose underlying investment types can be found on each product's Permitted Investments List.</p> <p>A module charge is applied annually once an asset within it is accessed.</p> <p>A separate dealing charge also applies for customers who choose to use the new integrated sharedealing service for Exchange Traded Investments (ETIs).</p>	<p>Your products with us are changing, which means that the way in which we calculate the platform charge will change for you. Your new rates, and the underlying assets they are based on, can be found on the Charges Schedule.</p> <p>The platform charge applicable to your product is calculated daily and taken monthly on the date of the month your account was opened.</p>



Please note this is not an exhaustive list of the changes to your charges. Please review your new Charges Schedule, enclosed with this letter, for full details of our charges going forward, and examples of how they may apply.

To check the charges you are paying now, please refer to your current James Hay Charges Schedule. If you don't already have a copy you can find it on our website, your adviser can provide it to you, or you can request a copy from us. Alternatively, you can check your previous annual statement or find the information in your online account.

Payment flexibility

If you wish, you may choose to pay some charges from your GIA that apply to your other Nucleus products.

For example, you can use your GIA cash balance to pay adviser charges for your SIPP, ISA or Offshore Bond. If you do this, your GIA cash balance will also be used to pay our platform charges on behalf of your ISA, though this isn't possible for your SIPP or Offshore Bond.



Investments

Evolving investment options

Following the upgrade, some of our investment options will be closed to new accounts, and only top-ups into these investments will be allowed going forward. This may be where we have seen limited demand or where we are now offering similar alternatives. For the Modular iPlan, this includes:

- Maturing Fixed Term Deposits with banks who are no longer part of our Cash Panel offering
- Sharedealing accounts held with Stocktrade and EQi
- Investment Management accounts within a Wrap Investment Portfolio (now Modular GIA)
- Specialist Investments (already open to top-ups only)



Please see the individual product's Permitted Investments List on our website for confirmation of your investment options.

Flexibility for model portfolios

You can now have more than one model portfolio within a product, and you can also hold additional platform funds outside of a model portfolio at the same time.



Speak to your adviser about how they can set these up for you.

Extending our deposit options

Our current Cash Panel is replaced by a broader group of providers, offering fixed term deposits and notice accounts at a variety of terms and rates. Your existing Cash Panel deposits will be held until maturity, with new terms only available through our enhanced range of providers.

This option will also be extended to the Modular GIA.

Matched settlement switching

The platform operates on a 'matched settlement' basis for platform funds and ETIs. This means that when placing a switch, the buy element is aligned with the sale settlement date(s). This differs from the current process where the buy element is typically placed as soon as all of the sale settlement proceeds are confirmed.

As a result, timings for the settlement of switches may vary, and this will ultimately reduce the typical overall completion time for model portfolio switches where managed by a discretionary investment manager. Please see our 'Instruction Transmission Policy' on our website for more information on how we manage your instructions.

Removal of investment manager option for Modular GIA

Due to limited demand, we've removed the option for off-platform investment manager accounts within the Modular GIA product. Please see the product's Permitted Investments List for details of the asset types you can hold within the GIA.

Sharedealing services

The new platform offers an integrated sharedealing service, giving you easy access to deal in UK Exchange Traded Investments (ETIs).

You can continue to access your existing Stocktrade and EQi accounts from the platform too, though please note that no new accounts with them can be opened. Any Stocktrade or EQi account will be represented by a single, total value on the new platform, with details on the underlying holdings available directly from the provider, or by logging into your online account with them. Please note, this is an online only service, with the exception of EQi, where telephone dealing will continue if used today.

Property

If you currently hold commercial property investments in your SIPP, new property references will be provided to you following the upgrade. We'll write to you separately about this.



Online

Managing your products online

With the new platform comes our new online portal, which is accessible from our website. Once your access is set up, you can:

- Apply for Nucleus SIPP, Modular ISA and GIA products
- Access integrated stockbroking services
- Conduct fund research and place trades
- Buy fixed term deposits and notice accounts
- Request cash and in-specie transfers
- Monitor your assets and cash balances
- Manage existing SIPP income levels
- Communicate with us and send us instructions
- Amend your personal details
- Change your communication preferences
- Update your expression of wishes

Your adviser can also use their online access to:

- Open a Modular Offshore Bond for you
- Set up and manage model portfolios for you
- Designate your SIPP funds for the payment of benefits
- Manage adviser charge levels, with your consent
- Instruct transfers where safeguarded benefits are involved
- Trade in Complex Products (as defined by the Financial Conduct Authority (FCA)), where applicable to your product

Going paperless

If you wish, you can opt in to receive electronic communications in place of most paper correspondence. This means that when we upload documents to your account within the secure online portal, we'll send you an email notification to let you know. You can then log in, review your correspondence and communicate back to us.

By using electronic channels, you'll be able to access your documents sooner, and help us to protect the environment by reducing the use of paper. You'll continue to receive paper correspondence until you choose to opt in and have registered for portal access, and can opt out again at any time.

Keeping you safe

We're improving the security of our systems and introducing two-factor authentication as standard. This means that when accessing the platform, we'll ask you to complete two stages of identity verification, in order to keep your account safe and secure.

Online history

Your recent investment and transaction histories will be available to view in your new platform account. This is to help you monitor the performance of your current assets following the upgrade.

Enhanced online access

By investing in our technology, we've increased the number of online tools and processes available to you. This includes:

- in-specie transfer in requests
- fixed term deposit purchases

Improvements to illustrations for existing customers

When you request an illustration, the platform will pre-populate the information you currently have stored with us, making the whole process quicker and simpler.

Payments in

SIPP contribution tax relief

Shortly after we receive an eligible net SIPP contribution, we'll automatically apply the basic rate tax relief amount to your product's cash balance. This means no more 7-11 week delay whilst we claim tax relief from HM Revenue and Customs (HMRC) on your behalf.

If you're eligible for tax reclaim above basic rate, the difference can still be claimed through your self-assessment tax return or by contacting HMRC.

Making contributions online

You'll now be able to make payments into your SIPP, ISA and GIA through our online portal without the need for additional forms as standard.

Please note that some supporting documents may still be required at times, such as instructions involving third parties.

Each product's bank details and required reference numbers can be found in your online account for electronic bank transfers. **These will be different to your current account details.** We'll also write to you immediately after the upgrade to provide you with your new bank details.

Please note that you're responsible for monitoring your current allowances/limits and the tax implications of any payments you make into your Nucleus products.

Payments out

Flexible income payment dates

You can now select any day of the month, between the 1st and 28th, to receive your product income payments. Requests still need to be made in sufficient time for the payments to be arranged, and the platform will display your available options when you place the instruction.


This feature gives you much more flexibility when managing your withdrawals.

Online, regular crystallisation

Requests for crystallisation (the designation of funds for pension benefits) can now be placed directly on the platform by your adviser.

Our new tools allows your adviser to set up crystallisation events online and you can continue to manage your own income requirements in this way.

Your adviser can even set up ongoing crystallisation events to fund regular withdrawals without the need to place individual instructions each time. This saves you both time and complements the flexible income payment dates we now offer.

 Please note that financial advice is required for regular crystallisation. If you do not have an adviser and would like to speak to one, you can visit moneyhelper.org.uk for help on how to find the right adviser for you.



Banking

New bank accounts

As part of the upgrade, new bank accounts will be opened to support cash management within your products. We'll provide these details to you, including account and reference numbers, as part of separate correspondence to follow.



If your employer or another third party also makes payments into your products, please make sure that these new details are passed on to them so that they may update their own records to allow payments to continue.

Direct Debits

Any active Direct Debits in place on your products will be automatically updated by us. You'll only need to take action if you have suspended Direct Debits that you wish to later reactivate. If so, these will need to be set up with a new mandate.

Our payments to you

When you receive payments from your Nucleus products, such as SIPP income withdrawals, you'll see these arriving from a different account on your bank statements going forward. This has no impact on the payments you receive.




General

Non-advised customers

Our products are designed for customers who are supported by FCA regulated financial advisers.

If you do not currently have an adviser, there may be some platform activities that are different or unavailable to you until an adviser is appointed. This includes Offshore Bond applications, model portfolios, and regular crystallisation for pension benefits.

 If you do not have an adviser and would like to speak to one, you can visit moneyhelper.org.uk for help on how to find the right adviser for you.

Disinvesting

Currently, any payments coming from your product bank accounts (such as charges or withdrawals) would fail if there was insufficient cash available. This can lead to delays in accessing your funds and can result in a build up of money owed. To help you ensure that cash is available for payments when required, the platform uses automatic disinvestment.

As a general rule, all payments and charges are paid from cash available in your SIPP's cash account. Should your balance (including any expected proceeds from regular disinvestments) still be insufficient, an automated proportional sale is made from specific asset types. These assets include platform funds, model portfolios and investment manager accounts.

Our systems will also look ahead for expected incoming cash, and ring-fence it once available. This prevents payments being interrupted by unexpected balance changes, while also only selling the right amount to cover any shortfall.

We do this to have the best chance of all payments clearing on time, and your withdrawal/income requests may be paid ahead of debits for charges.

You can still set your own disinvestment preferences to permit us to arrange the necessary sales of investments. However, if these cannot be followed (e.g. insufficient value in one or more of the investments selected) it will then use auto disinvestment as stated above. Any existing regular sale instructions in place at the time of the upgrade will continue on the new platform as they are.

A copy of our Auto-Disinvestment Policy is available on our website or on request.

Head/sub-accounts and anniversary dates


Your Nucleus products will adopt new 'head account' and 'sub-account' numbers at the point of upgrade, which replace your current product reference numbers. These work in the same way as your current wrap number and individual product numbers, and will be sent to you separately.

The head account refers to your portfolio of products (the Wrap Investment Portfolio, now a Modular GIA) and your SIPP, GIA and Offshore Bond products will have sub-account numbers. The head account anniversary date, used for annual charges and statements, will be the date on which that first product was set up.

Our companies

As mentioned previously on page 1, you may still see the James Hay name within our company structure.

As part of the changes we are making to our platform, your Terms and Conditions, which form the basis of our contract with you, will be moved to Nucleus Financial Services Limited. Nucleus Financial Services Limited will replace James Hay Administration Company Limited as the scheme administrator of your SIPP, and James Hay Wrap Managers Limited as the ISA manager and GIA provider. However, James Hay Pension Trustees Limited remains as the Scheme Trustee of your SIPP and James Hay Wrap Nominee Company Limited remains as the nominee for the ISA and GIA.

 The changes to our legal entities have no operational impact on your Nucleus products, and you can view your Terms and Conditions at any time if you need to check who they are.

What do I do now?

1. Familiarise yourself with our new website and product literature at nucleusfinancial.com.
2. Speak to your adviser about your financial goals and how these changes may affect you.
3. Retain a copy of this document, and the other enclosed items, for future reference.
4. Await our next letter, which explains the dates and timescales that you can expect.

How to contact us

We don't provide financial advice, so your adviser will normally be your first point of contact.

However, if you need help or information regarding the administration or features of your Nucleus products, please contact us using the following details.



Nucleus
Dunn's House
St Paul's Road
Salisbury
SP2 7BF



Website: nucleusfinancial.com
Email: ask@nucleusfinancial.com



Telephone: **03455 212 414**
Our lines are open from 8:30am to 5:30pm
Monday to Friday. To help us improve our service,
we may record or monitor calls.

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, 05629686). NFPL, NFS, NGSL, JHAC, JHPT, JHWM, JHWNC have their registered office at Dunn's House, St Paul's Road, Salisbury, SP2 7BF. 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. 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 (5/24)