For advisers

Our new platform

nucleus platform

How to instruct an investment switch and redirection

2 minute read

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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 instruct an investment switch and redirection

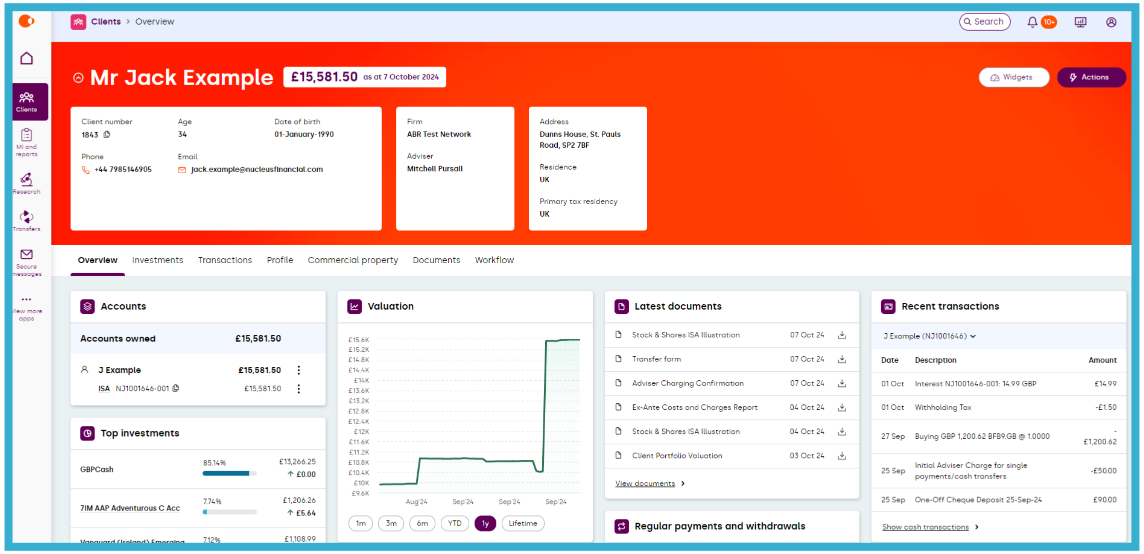
This guide is demonstrated using an adviser user with master user role permissions. If you have a different user role permission, some functionality may not be available to you.

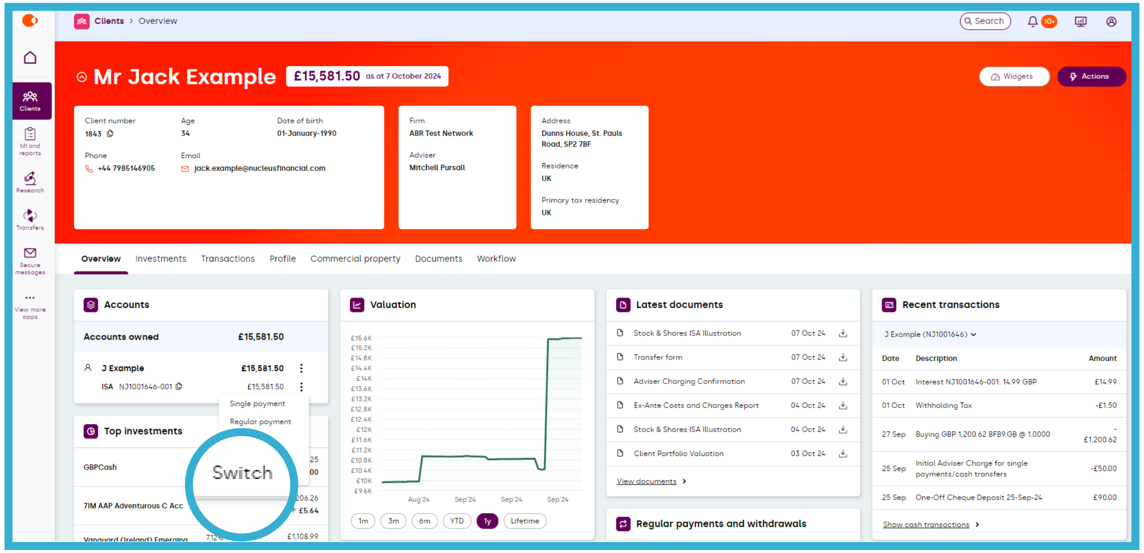
To start the investment switch process, you first need to find your client. If you need help finding your client, please refer to our client search guide on our website.

From the client landing page, in the accounts widget, select the vertical ellipses (three dots) on the account you want to instruct the investment switch/redirection.

A list of actions will appear. Select '**Switch**'.

You can save and exit the switch at any stage. To resume, go to the workflow tab in the client's account.





Investment switch

Confirm if financial advice has been provided to the client.

Select '**%**' or '**£**'.

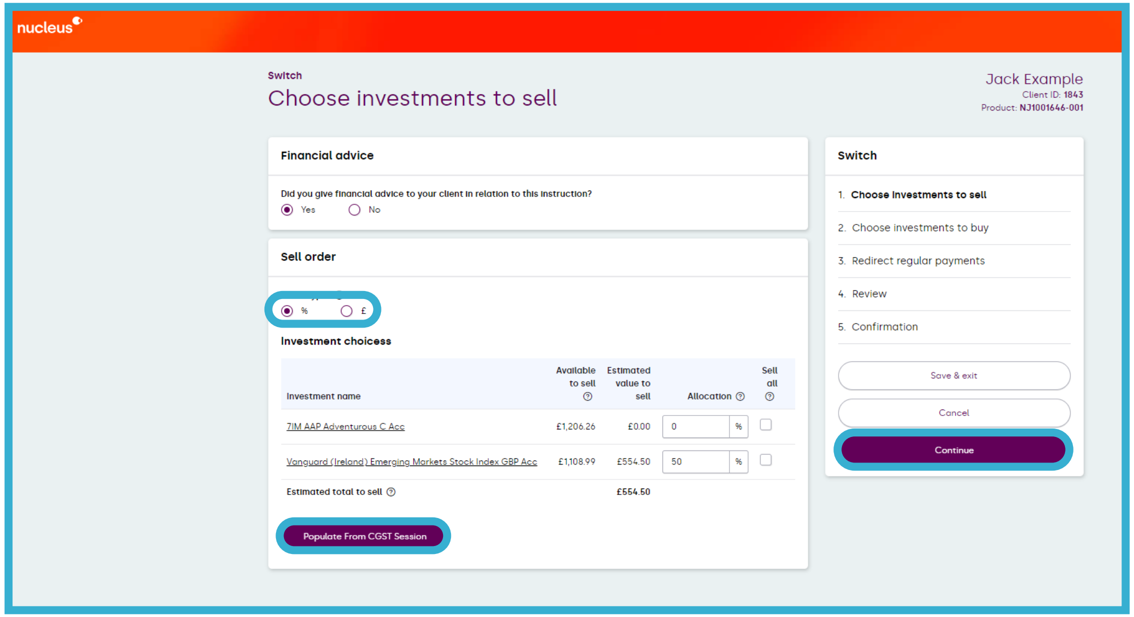
Confirm the allocation amount to sell from the investments you wish to sell.

If you wish to sell 95% or more of the current holding, you'll need to sell the whole investment.

Key message

If you've used the Capital Gains Scenario Tool prior to switching, you can select '**Populate from CGST Session**' to pre-fill the sell order with this data.

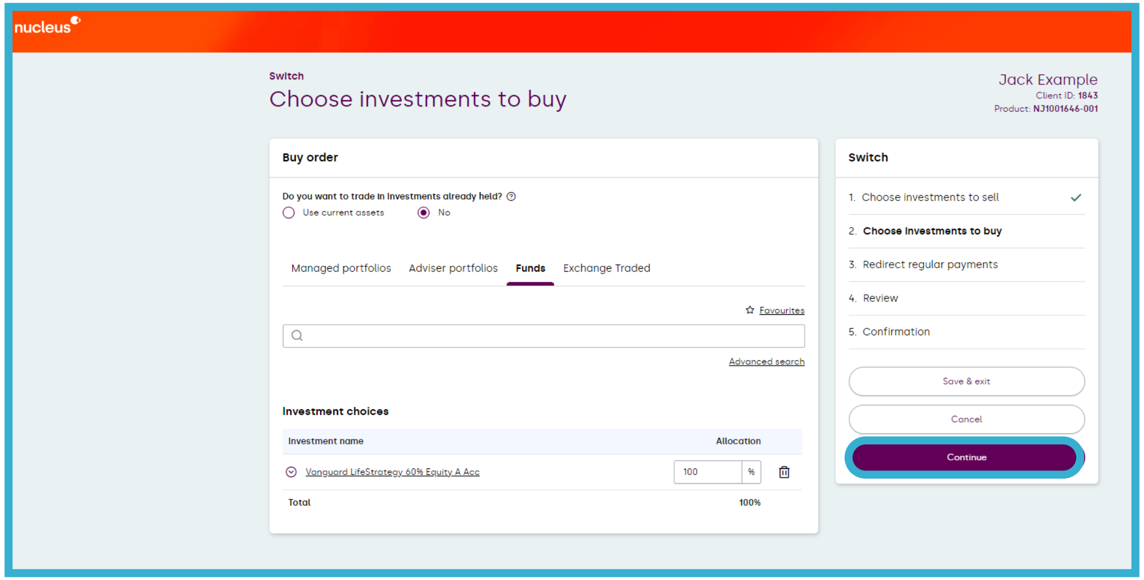
Once you're happy with the sell details, select 'Continue'.



Confirm if the switched amount will be invested into current or new assets.

Your client can now hold loose assets, multiple managed portfolios, ETIs, and other investments, all within the same account.

Investments will be purchased when funds are available for investment.



Enter the investment name into the search bar and select the investment from the results.

Enter a percentage for each investment choice – ensuring the totals equal 100%.

Once you're happy with the buy details, select '**Continue**'.

Redirecting regular payments

If your client has an existing regular payment in set up on the account, you'll have the option to redirect the payment.

Confirm if you'd like to redirect the regular payment to a new investment allocation.

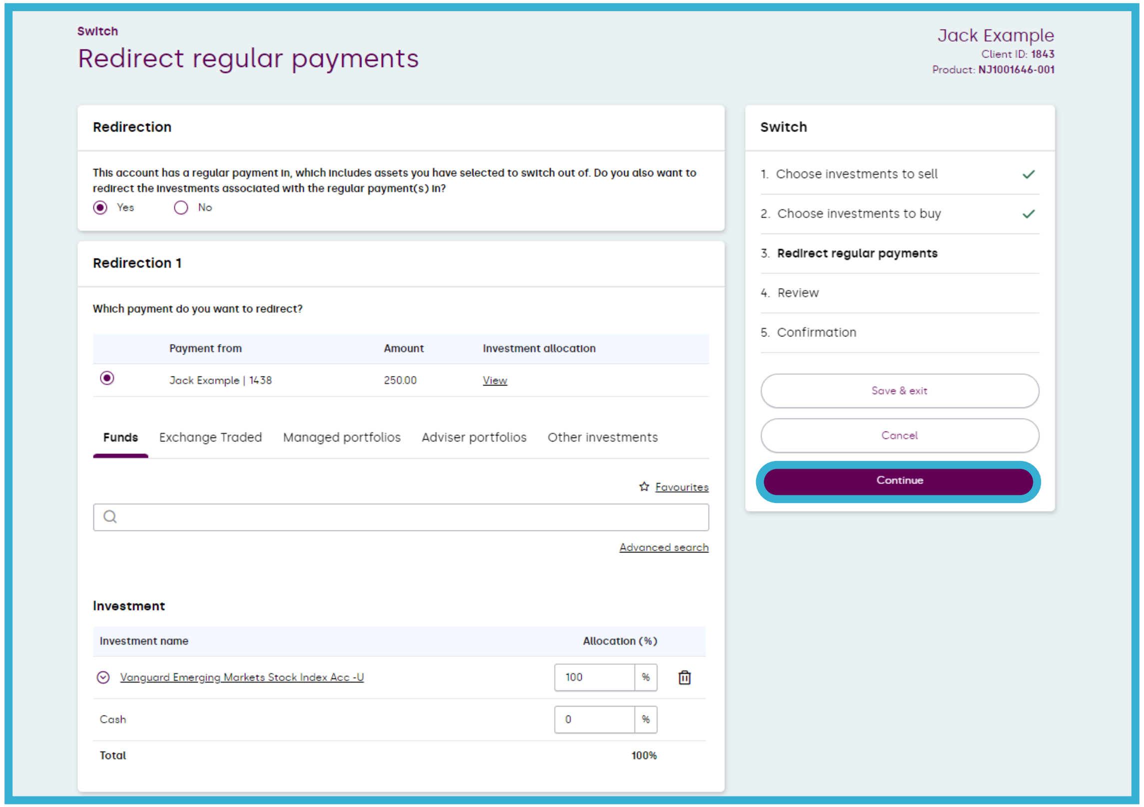
Select the regular payment to redirect.

The existing investment allocation will pre-populate. The percentages can be amended or to remove an investment select the bin icon.

To select a new investment, enter the name into the search bar and select the investment from the results.

Enter a percentage for each investment choice – ensuring the totals equal 100%.

Once you're happy with the regular payment details, select '**Continue**'.



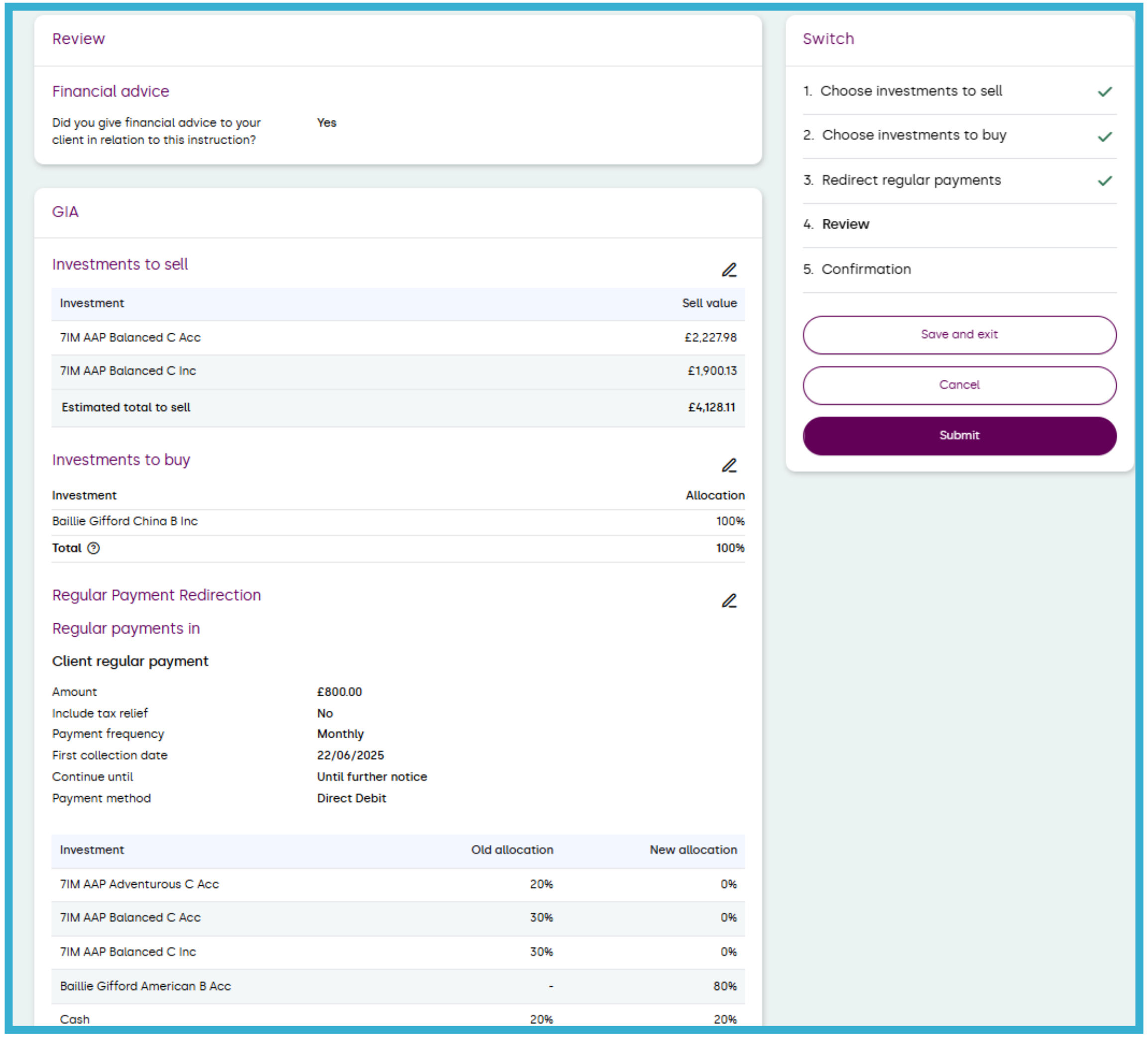
Review

Review the switch and redirection details for accuracy. You can use the '**pencil**' icon to make any amendments.

Key message

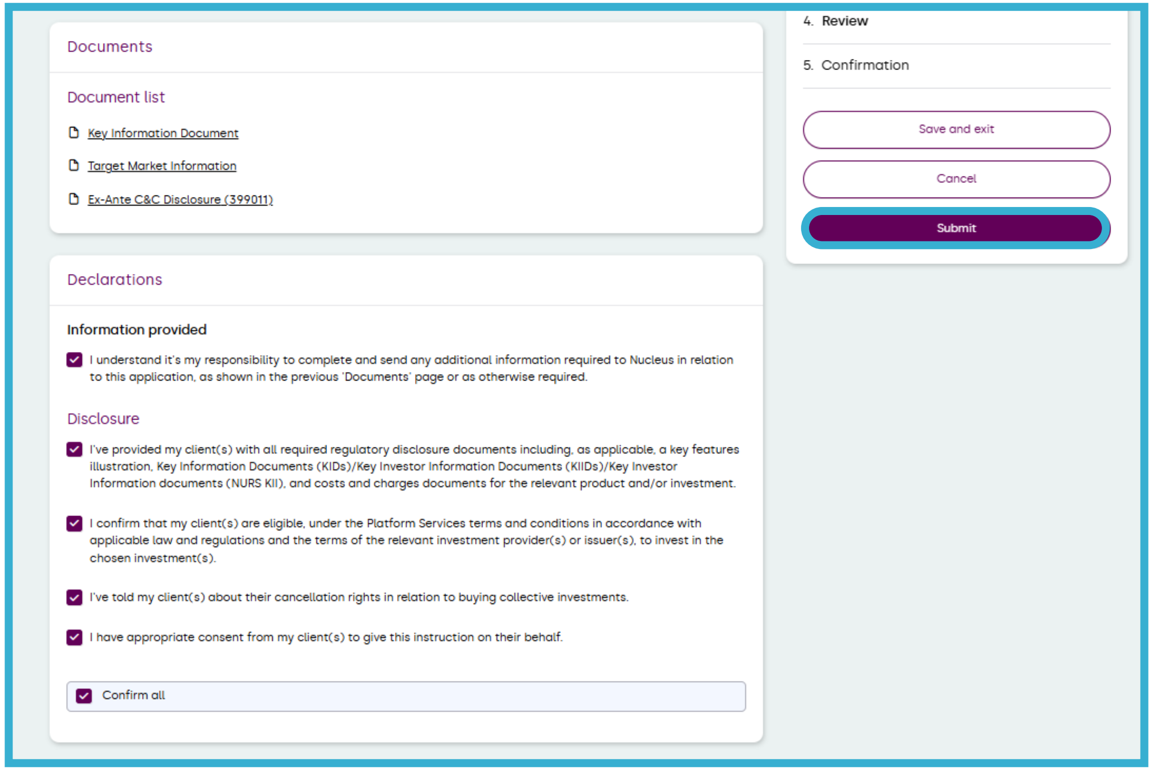
Documents can't be amended once submitted.

If there are any amendments to be made to documentation, you'll need to resubmit the application to generate new documents.



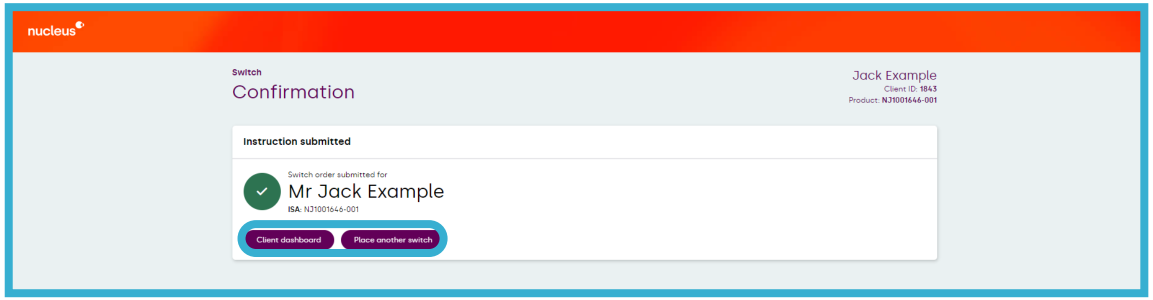
Please read through the declarations and tick to confirm completion.

Once you're happy with the accuracy of the switch and redirection, select '**Submit**'.



The switch and redirection instruction have been submitted.

At this stage, you can return to the '**Client dashboard**' or '**Place another switch**'.



03455 212 414

ask@nucleusfinancial.com

nucleusfinancial.com

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