For advisers

For full functionality, please download and complete this form as a PDF.

Our new platform

nucleus platform

Master user registration form

Please complete this form in BLOCK CAPITALS and return it by:

- **secure message** via your online account with us or
- email to ask@nucleusfinancial.com.

If you need any help, please call our general enquiry number 03455 212 414.

Using this form

Please use this form to nominate the master user(s) to represent your adviser firm on our platform. **Please provide details for at least two master users.**

We recommend appointing at least two master users per firm to enable process authorisation and user creation without the need to contact us.

A master user has the ability to set up and manage the online access and permissions of colleagues at their firm. In turn, these individuals can use their online access to manage their clients' Nucleus products on our platform.

Please keep in mind that a master user is responsible for the overall safekeeping of passwords and usernames of the platform users at their firm, and for instructing prompt cancellation of access for individuals who leave the company.

Permissions and roles

Please be aware that all master users will be given access to all clients of all advisers at their firm, including all branches and all appointed representative firms.

Master users will also be able to:

- Manage model portfolios
- Carry out bulk switches
- Access adviser charges reports
- Set up other master users

If your master user should **not** have full network access, or restricted access to any of the above, please let us know by secure message.

Section 1 - Your adviser firm details

Name of adviser firm

Address

Postcode

Financial Conduct Authority (FCA) number

Firm's Nucleus reference number (if known)

Section 2 - Master Users

Please use this section to nominate the master user(s) to represent your adviser firm on our platform.

There are two levels of master user permissions that can be set up.

Master admin has full access to view and edit using all available platform functions. They can also set up new users, manage user roles and functions, transfer clients between advisers and access adviser charge management tools.

Master read-only will still be able to see all available platform features but will have 'view-only' access to the following areas:

- Client addresses, personal details and account information
- Client bank account details
- Regular payments in and withdrawals
- Regular trading activity
- Disinvestment preferences
- Adviser charges
- SIPP benefit payments

For more details on master users and all other roles, please visit nucleusfinancial.com/user-role.

Please note that when accessing the Nucleus platform for the first time, each individual user will need to read and agree to Our Online Terms of Use, under which access is permitted; not just the master user.

Please enter the details of the **Master Admin** user you want to register.

Title

First name(s)

Surname

Date of birth (DD/MM/YYYY)

Mobile phone (for receipt of security passcode)

Contact phone number (if different to above)

Email

Role at firm

Individual's Financial Conduct Authority (FCA) number (if applicable)

Please provide details for at least two master users.

Section 2 continued - additional master users



There's no need to enter details of all users for your firm here. This is for extra master users only.

Title

First name(s)

Surname

Date of birth (DD/MM/YYYY)

Mobile phone (for receipt of security passcode)

Contact phone number (if different to above)

Email

Role at firm

Individual's Financial Conduct Authority (FCA) number (if applicable)

Role

- [ ] Master admin, or
- [ ] Master read-only

Title

First name(s)

Surname

Date of birth (DD/MM/YYYY)

Mobile phone (for receipt of security passcode)

Contact phone number (if different to above)

Email

Role at firm

Individual's Financial Conduct Authority (FCA) number (if applicable)

Role

- [ ] Master admin, or
- [ ] Master read-only

Section 3 - Authorisation and signature

I confirm that the details given in this form are correct and complete to the best of my knowledge and belief, and I will notify Nucleus immediately of any changes.

I hold the appropriate permissions to authorise the individual(s) named in this form to be a master user for the adviser firm in Section 1.

To be signed by an authorised signatory for the firm:

Signature

Full name

Position

Date (DD/MM/YYYY)

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 Relay UK service on 18001 03455 212 414.

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