For advisers

Our new platform

nucleus platform

How to process an ISA single payment and transfer payment top up application

4 minute read

How to process an ISA single payment and transfer payment top up application

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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 payment and transfer payment top up application

To start the ISA top up application, 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.

Once you've located your client, you can refer to this guide to submit the top up application.

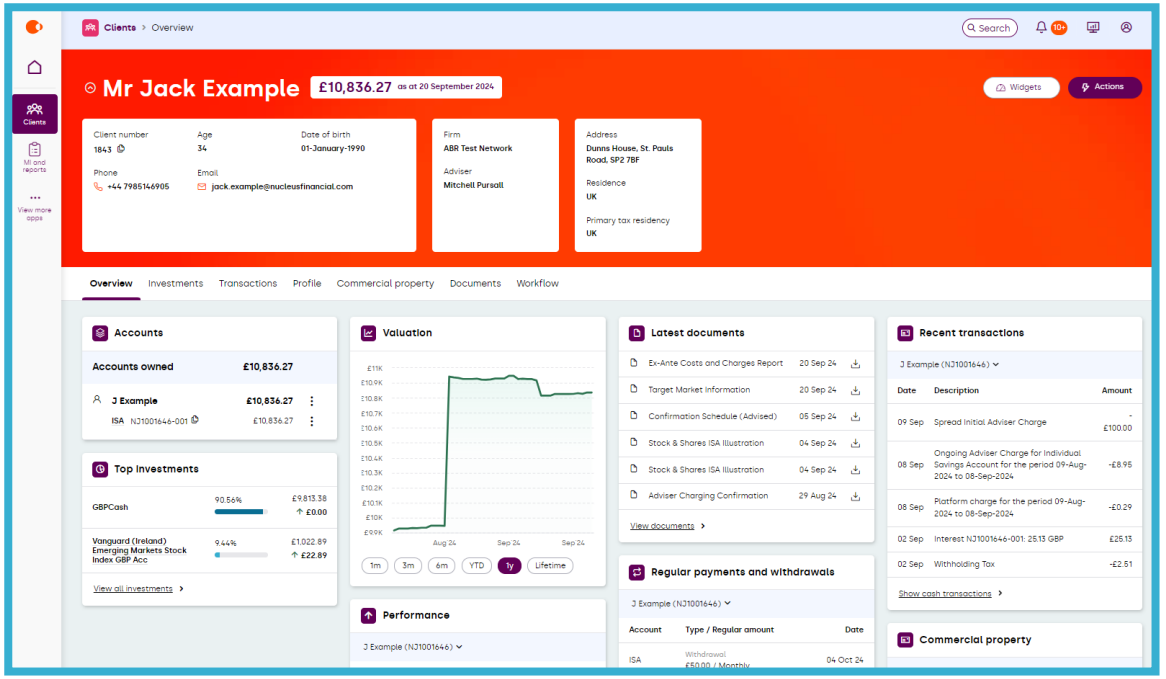
From the client's home page, within accounts, select the vertical ellipsis (three dots) on the ISA.

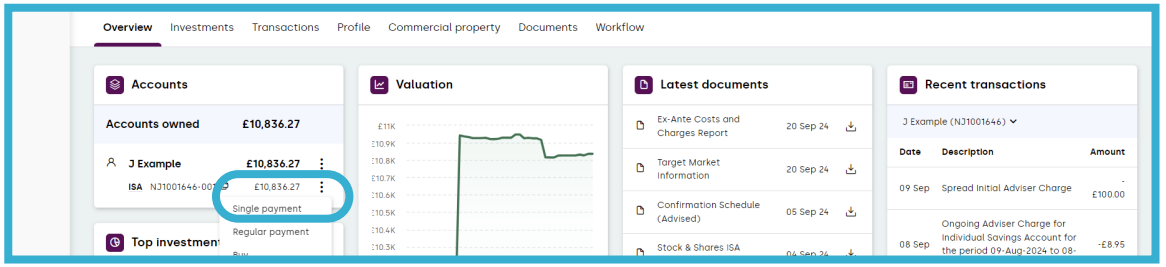
A list of actions will appear. To create the top up application, select '**Single payment**'.

Key message

At any stage of the top up application, you can save and exit the application.

To resume the top up application, navigate to the workflow tab within the client's account.





Payments in

Confirm if financial advice has been provided to the client.

Key message

You can select a top up payment and transfer in within the one application journey.

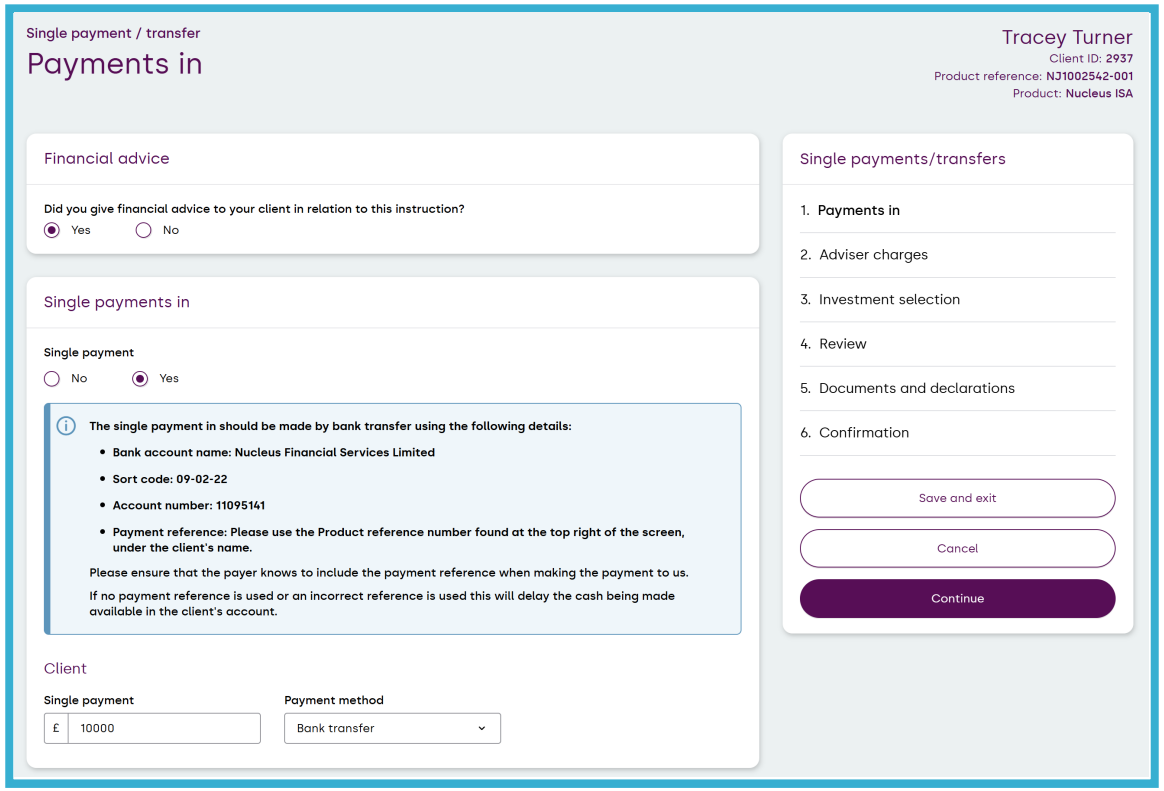
Single payments

Confirm whether a single payment is required.

Enter single payment amount.

The payment method will automatically default to bank transfer.

Single payments must be made by bank transfer to the bank details displayed on the page. The details can also be found on our website. Your client's account number, which will be shown at the end of the application, should be used as the payment reference. Failure to provide a payment reference may delay allocating and returning payments.



Transfer payments

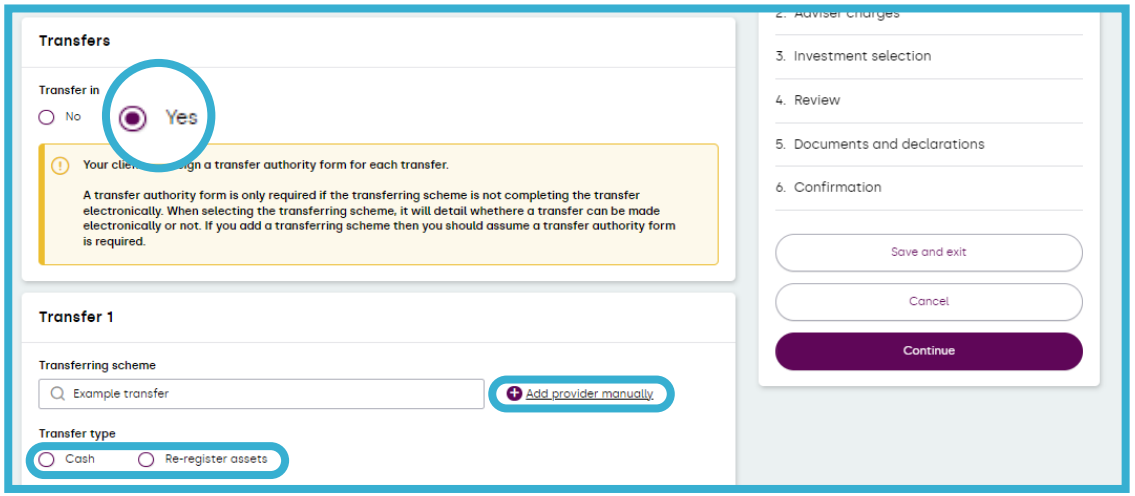
Confirm whether a transfer is required.

Enter the transferring scheme's name into the search bar and select the provider from the results.

Key message

If you're unable to locate the transferring scheme using the search bar, you can add the details manually by selecting '**Add provider manually**'.

Please be aware that adding a transferring scheme manually when it is available from the search bar may lead to delays in processing the transfer.



Select '**Cash**' or '**Re-register assets**'.

Cash transfer payments

Enter all the transfer details.

Transfers from a matured Child Trust Fund account must be instructed by paper application form, available on our website.

Select the subscriptions included in the transfer.

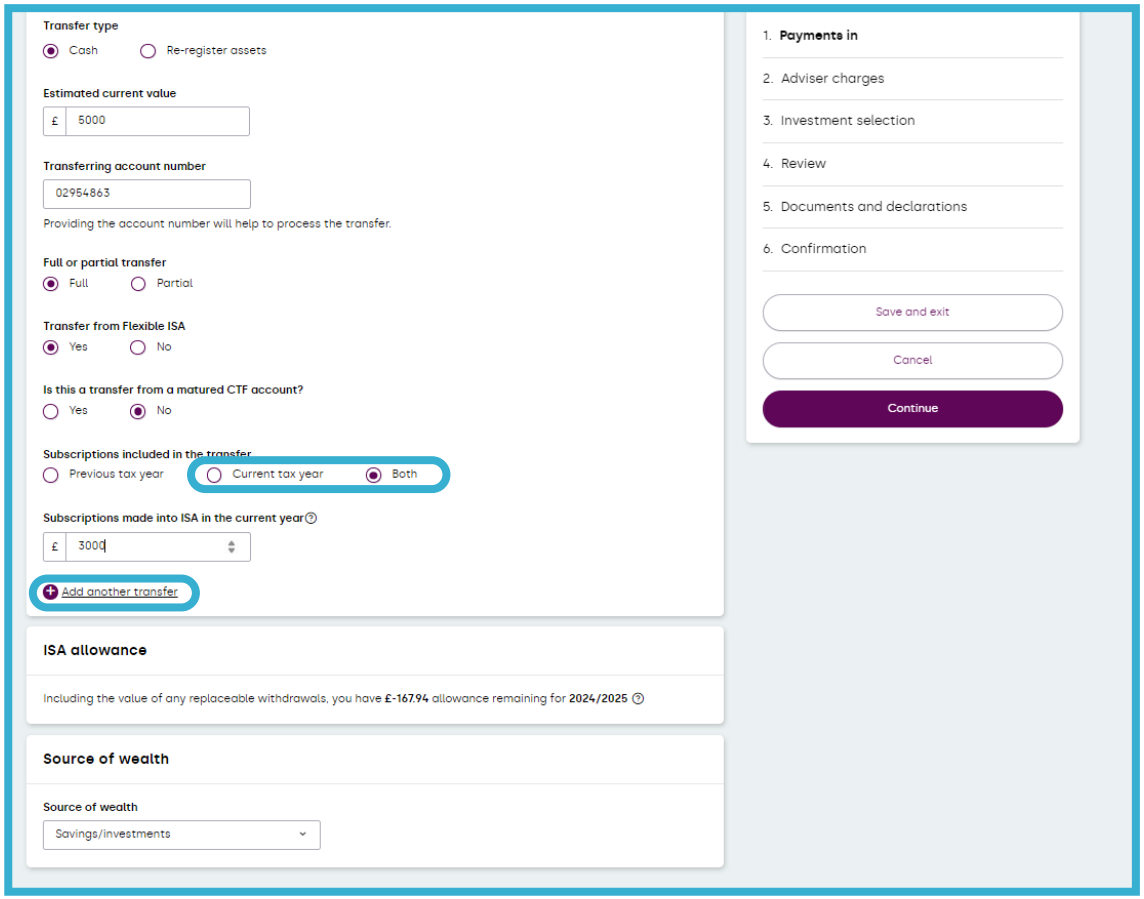
If you've selected '**Current tax year**' or '**Both**', confirm the subscriptions made into the ISA in the current tax year.

If there are multiple cash transfers, select '**Add another transfer**'.

Key message

This section informs you of your clients remaining ISA allowance for the current tax year. The remaining allowance is calculated using the details entered on this page.

Select source of wealth from the drop down list. This relates to payments in only, not transfers.



Re-registered assets

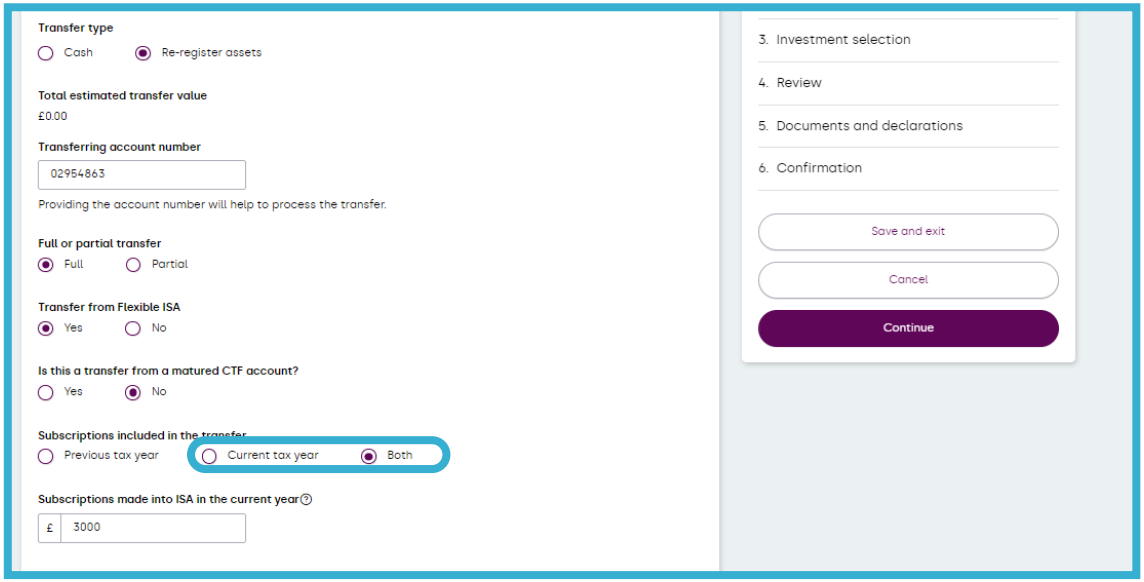
The total estimated transfer value will populate based on information provided lower down the page.

Enter the transfer details.

> Transfers from a matured Child Trust Fund account must be instructed by paper application form, available on our website.

Select the subscriptions included in the transfer.

If you've selected '**Current tax year**' or '**Both**', confirm the subscriptions made into the ISA in the current tax year.



Enter the investment name into the search bar. Select the investment from the results.

Key message

You can use the ISIN or SEDOL number to search for a fund. If any fund you choose is suspended, contact us.

Enter each asset's units.

Enter the cash portion of the transfer, if applicable.

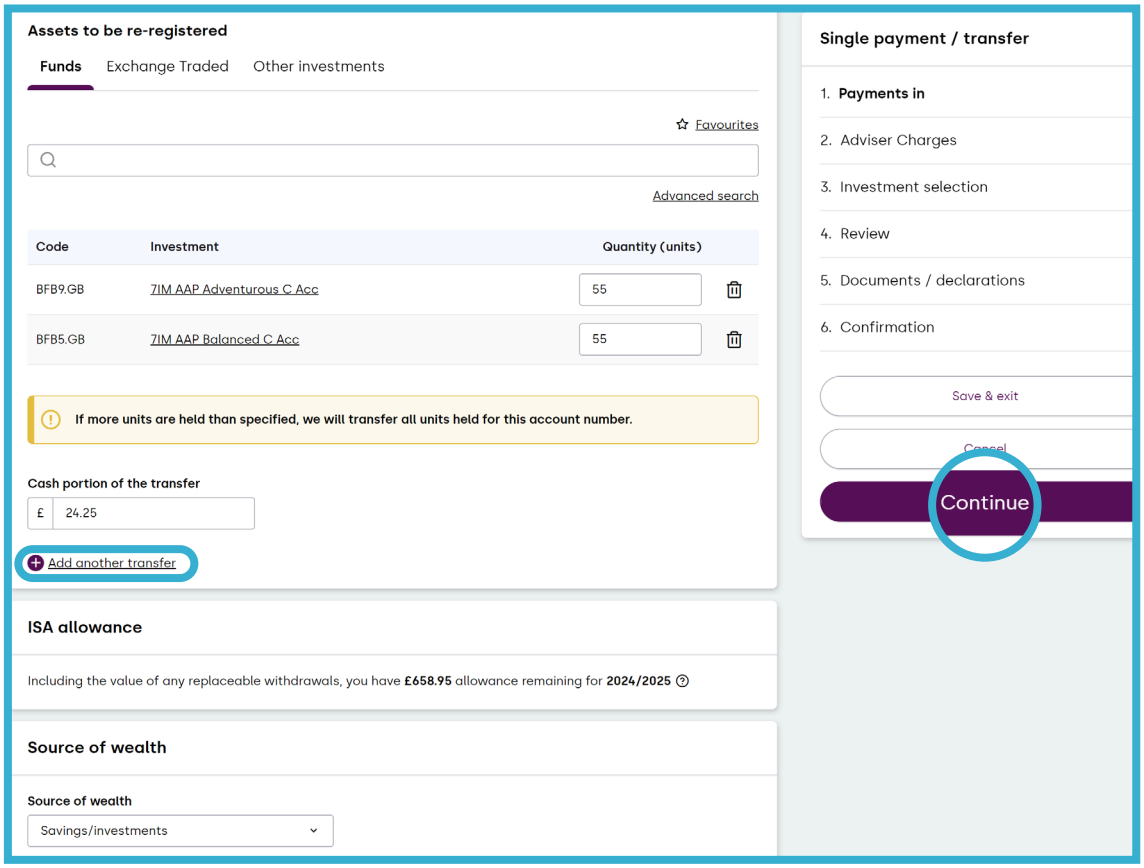
If there are multiple transfers, select '**Add another transfer**'.

Key message

This section informs you of your clients remaining ISA allowance for the current tax year. The remaining allowance is calculated using the details entered on this page.

If applicable, select the source of wealth from the drop-down list.

Once you're happy with your payment preferences, select '**Continue**' to move on to the adviser charges page.



Adviser charges

If you're applying for an initial adviser charge, please select '**£**' or '**%**' and enter the amount.

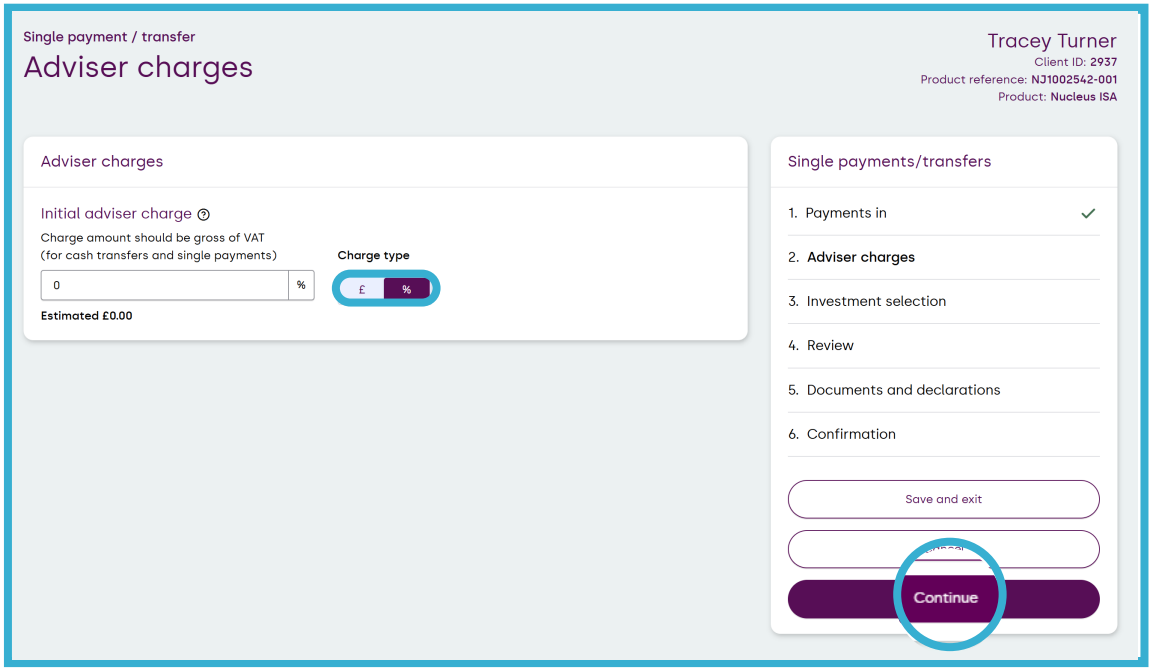
If there are no adviser charges to be deducted, enter zero into the fields.

Estimated adviser charges will be visible during the application. Accurate charges will be deducted from the product upon completion of the top-up.

Key message

For more information about adviser charges, visit our website.

Once you're happy with your adviser charge preferences, select '**Continue**' to move on to the investment selection page.



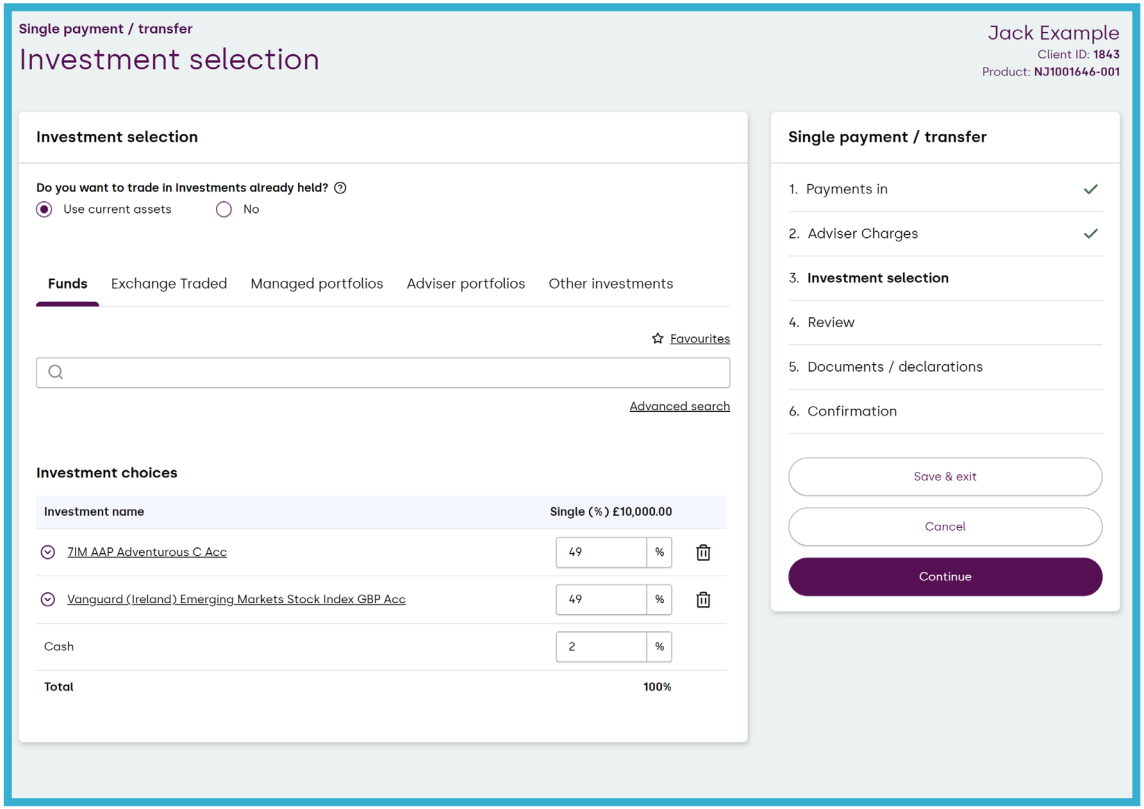
Investment selection

Confirm if the top up application will be invested into current or new assets.

Current assets

The current investment selection will appear at the bottom of the page.

Add in the percentage to be allocated to each investment. Ensure the totals entered equal 100%.



New assets

If you're investing into assets not currently held, select '**No**'.

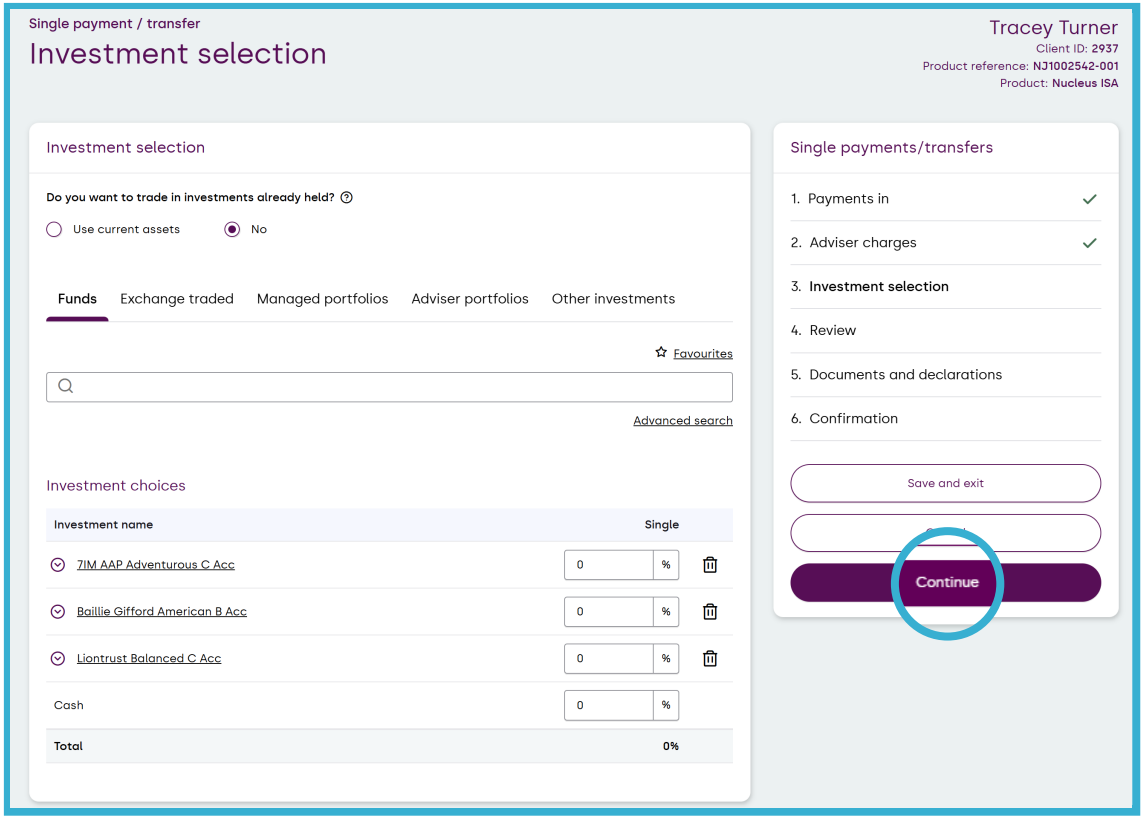
Select the investment type across the headings shown here.

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

Your client can now hold loose assets, multiple model portfolios, ETIs, and other investments, all within the same account. Investments will be purchased when the cash is available.

Enter the percentage to be allocated to each investment. Ensure the totals entered equal 100%.

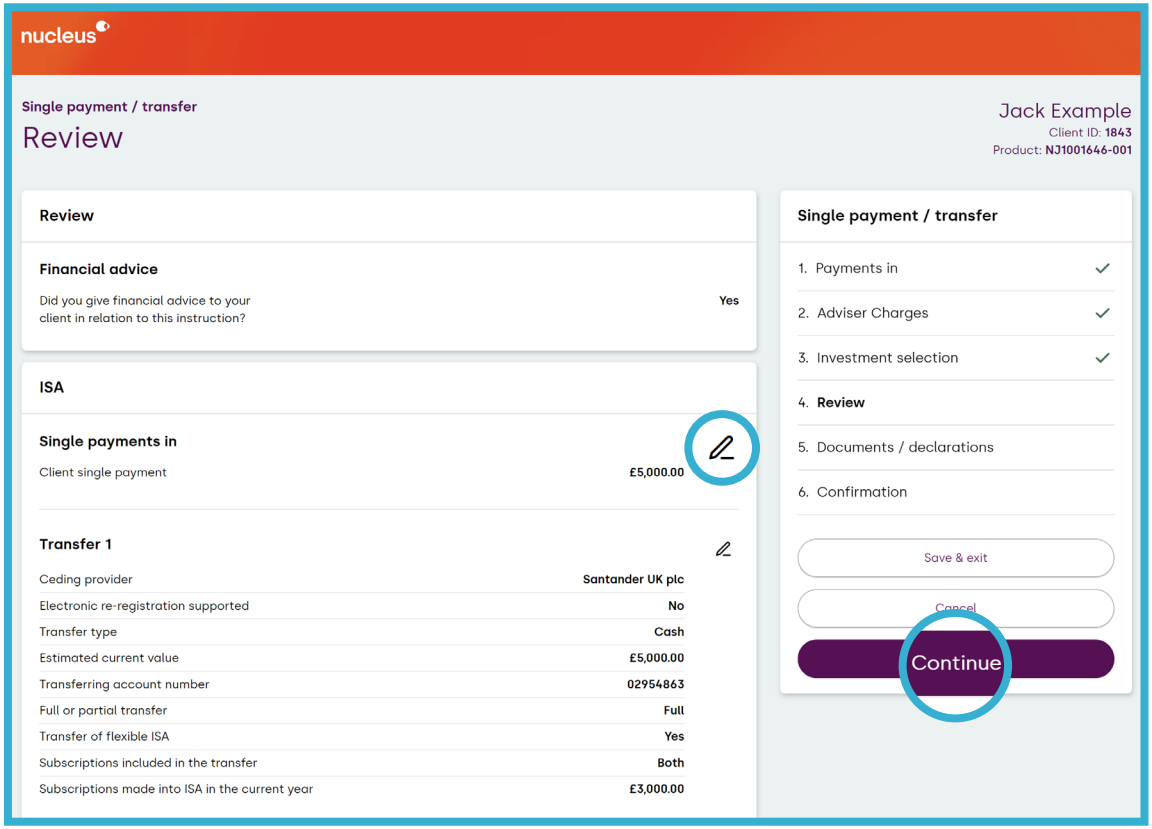
Once you're happy with your investment preferences, select '**Continue**' to move on to the review page.



Review

Review the details for accuracy. Use the '**pencil**' icon to make any necessary changes.

Once you're happy with the accuracy of the application, select '**Continue**' to move on to the declaration and documents page.



Declarations and documents

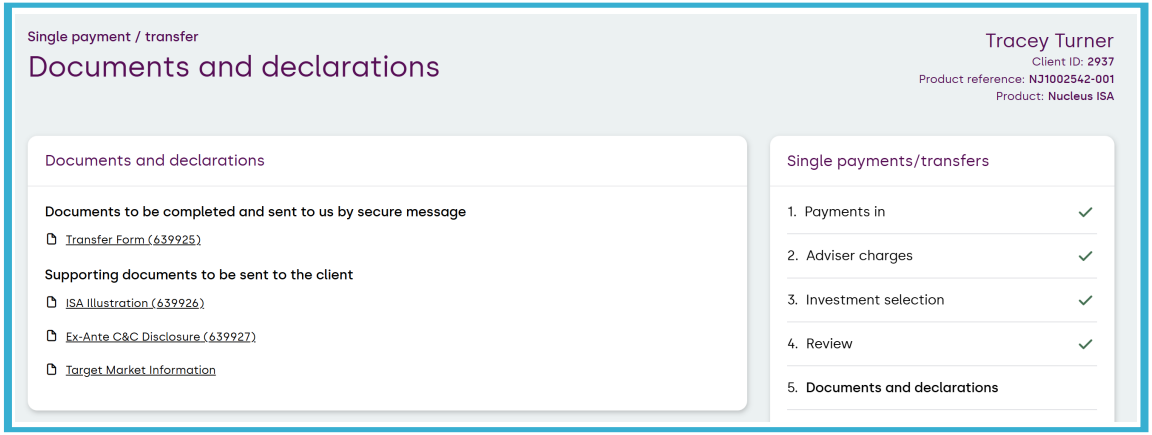
Select how your client wishes to sign their documents.

If you're selecting 'Digital signature', the client's contact details will need to have been completed and accurate.

All relevant documents and illustrations will be produced here. This section indicates the documents that will be sent to the client electronically if digital signature is selected.

Documents will be available to download within the documents library.

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.



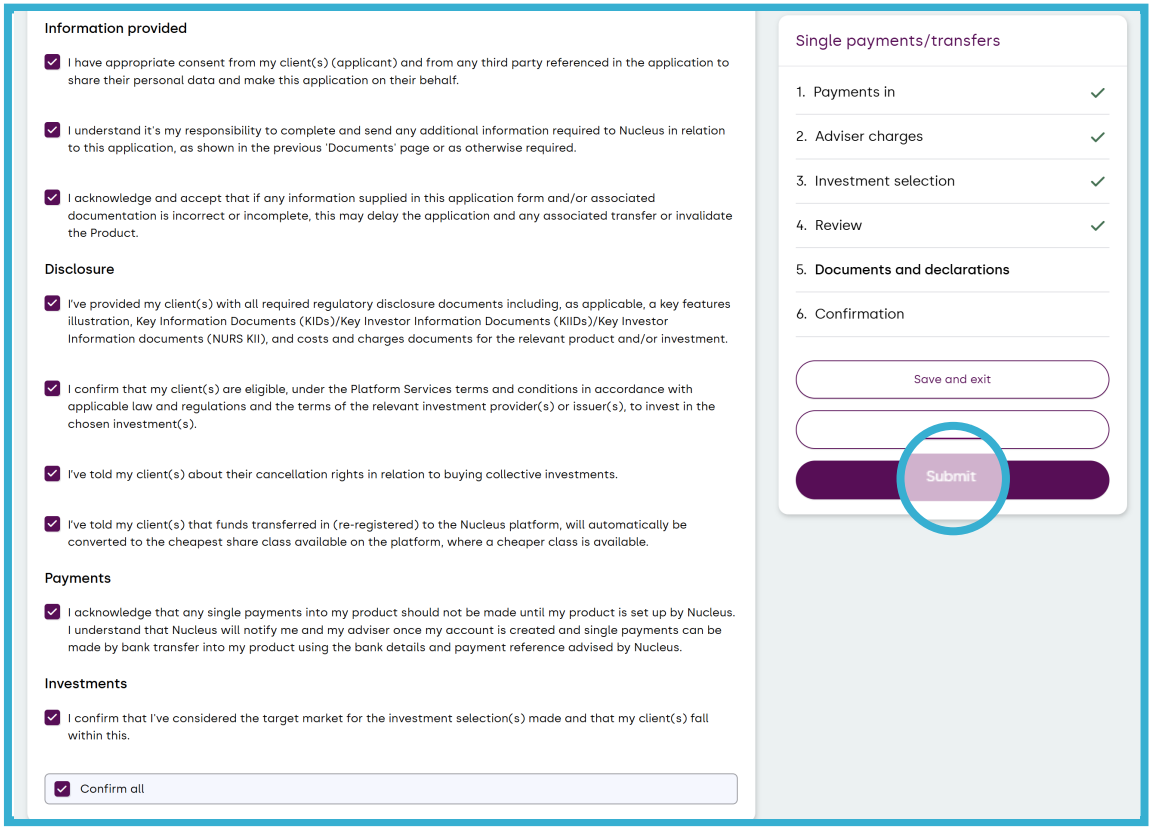
You'll receive a notification to indicate the documents that have been sent to your client.

Documents sent to the client digitally will be available for e-signature for 60 days. After 60 days the documents will be deleted.

You'll need to resubmit the application to generate new documents or arrange for the documents to be signed via wet signature.

Read through the declarations and tick to confirm completion.

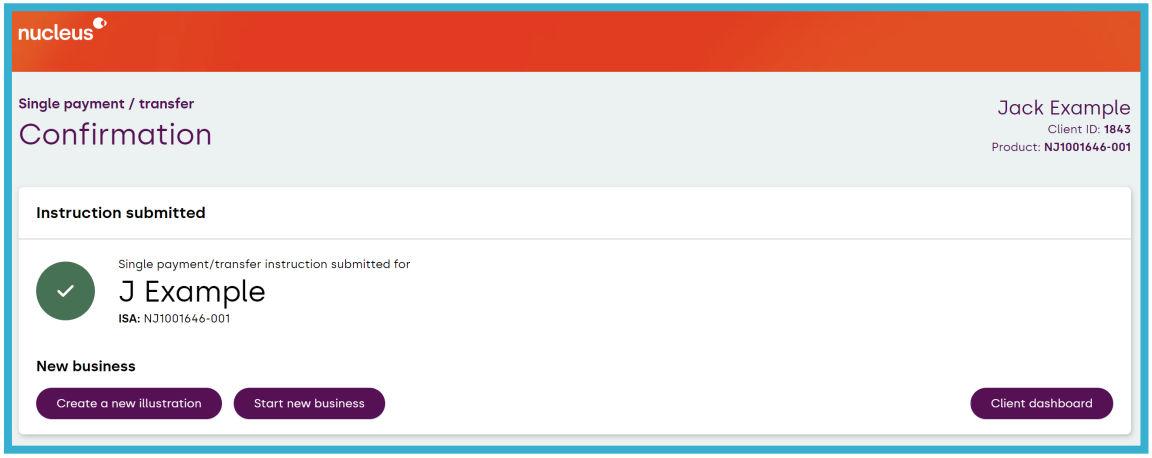
Select '**Submit**' to submit the top up application.



Confirmation

The top up application has been successfully submitted.

From here, you can **create a new illustration**, **start a new business** application or return to the **client dashboard**.



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