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Customer Service Centre:  
[ask@nucleusfinancial.com](mailto:ask@nucleusfinancial.com)

[nucleusfinancial.com](http://nucleusfinancial.com)

## Exciting news – you're getting a service upgrade

Dear

Product name:

Member number:

I'm pleased to let you know that we've made a multi-million-pound investment in upgrading our service to you. This will deliver an improved investment platform with a new name and brand - Nucleus, that provides a:



### More responsive service

Efficient support from us.



### More intuitive technology

Easier to use.



### Simpler approach to charging

Easier to understand what you pay.

## What we'll do for you

We'll automatically upgrade your existing product(s) from James Hay Online to the Nucleus Platform. Your investments will remain secure and safely invested while we complete the upgrade.

## Your next steps – please read the enclosed:

1. **Key Changes Summary** for details about how your product and the service we provide will change, and how this will benefit you. Also enclosed is a **helpful guide** to some financial terminology.
2. **New Charges Schedule** and the **Simplified, Transparent Pricing flyer** which explain how pricing will work for the Nucleus Platform. While some charges have been removed, others have increased so please take the time to understand what the changes mean for you. If you'd like to find out more about how your charges are changing:
  - You can view your current charges schedule at [nucleusfinancial.com/upgrade-support](http://nucleusfinancial.com/upgrade-support) – visit the **Letters and Ts&Cs** screen.
  - You'll be able to obtain a personal illustration based on your new fees via the Nucleus Platform, once the upgrade has taken place.

## Want to know more?

You can find out more at [nucleusfinancial.com/upgrade-support](https://nucleusfinancial.com/upgrade-support)

The changes to our technology, products, service and charges mean that we'll also be **changing our terms and conditions**. You can find the updated Ts&Cs here, along with helpful frequently asked questions and further key documents that outline your upgraded product.

If you'd like a paper copy of these documents, please email [ask@nucleusfinancial.com](mailto:ask@nucleusfinancial.com).

Should you have any questions, want to complete any transactions ahead of the changes, or for any reason don't want to change to our upgraded service and new terms and conditions, I recommend you speak with a financial adviser. You still have the right to transfer your investments to another provider if you wish. If we're unable to complete the transfer of your products before they're upgraded to the new platform, we'll honour your existing terms and conditions until the transfer is completed.

I'll write to you again soon to confirm when the upgrade will take place and details of temporary changes to our service that will apply in the weeks before.

I look forward to sharing our new platform with you.

Yours sincerely



Richard Rowney  
CEO

## We're here to help...

Should you have any questions, we always recommend you speak with a financial adviser.

If you don't currently have an adviser, you can find one at [moneyhelper.org.uk](https://moneyhelper.org.uk)

Alternatively, you can:

- use the 'Platform upgrade support chat' feature at [nucleusfinancial.com/upgrade-support](https://nucleusfinancial.com/upgrade-support)
- send us a secure message via **James Hay Online**
- email us at [ask@nucleusfinancial.com](mailto:ask@nucleusfinancial.com), or
- call us on **03455 212 414**.

We're open Monday to Friday between 8.30am and 5.30pm (excluding bank holidays).

We can't give financial advice, but we can provide information.

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