

Request immediate drawdown for new business cases

Nucleus platform user guide

Edition 03

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Introduction

This document provides a guide on how to request full or partial drawdown of a Nucleus Pension for the following scenarios:

- New client to Nucleus
- Existing client applying for a new pension account for immediate drawdown (if client is transferring a pension for immediate drawdown, the pension application needs to be made first for the transfer in to be applied, Nucleus then creates the drawdown account)
- Client topping up their existing pension account for immediate drawdown.

Guide

New client to Nucleus

Please refer to the Nucleus user guide: new clients and new business (available from the Library) for guidance on how to set up a new client.

Once you have created your new client on the platform, follow the steps below.

Existing Nucleus client

At the client hub page, search for your client and then select 'Apply/Top-up'.

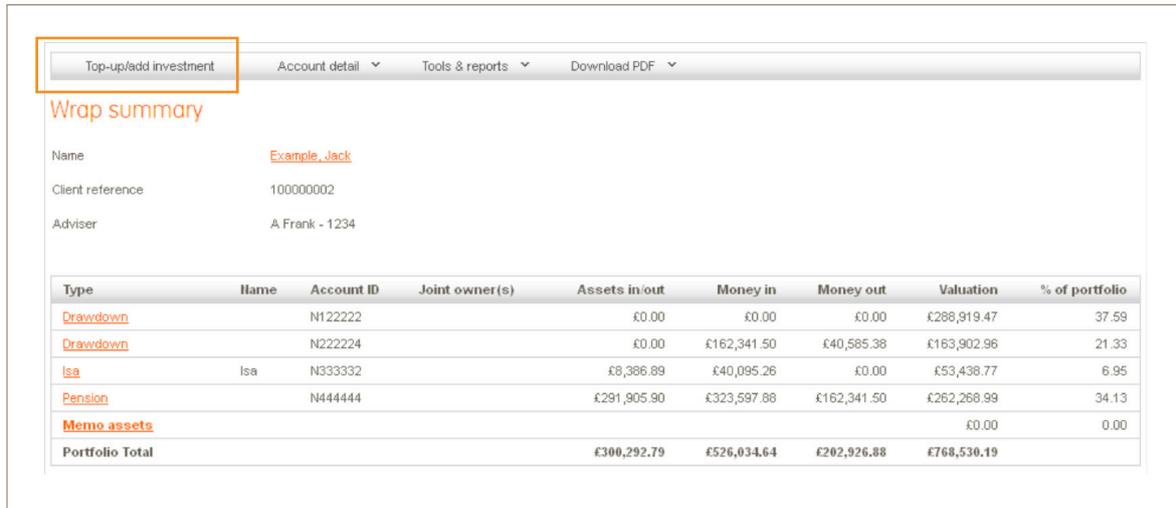
The screenshot shows the 'Add client' and 'Search' sections of the Nucleus client hub. The 'Add client' section has buttons for 'Individual', 'Corporate', and 'Trust'. The 'Search' section has a search bar and a 'Search' button. Below the search bar is a table with columns: Surname, Forename, Date of birth, Account number, and Client reference. The 'Search results' section shows a table with columns: Name, Client reference, 1st line of address, Postcode, Date of birth, and an 'Apply/Top-up' button. The 'Apply/Top-up' button is highlighted with an orange box.

Surname	Forename	Date of birth	Account number	Client reference
			N333332	

Search results

Name	Client reference	1st line of address	Postcode	Date of birth	Apply/Top-up
Example Jack	10000002	55 Main Street	S10 1LL	05/05/1948	Apply/Top-up

If you have already selected the client, you can select 'Top-up/add investment' from any of the clients' portfolio pages:



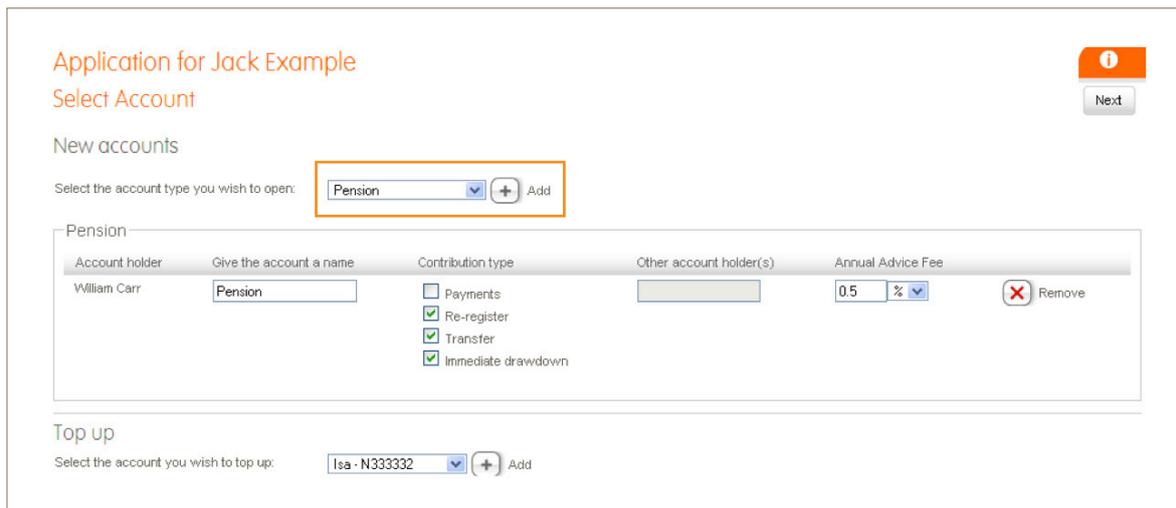
Top-up/add investment Account detail Tools & reports Download PDF

Wrap summary

Name: [Example, Jack](#)
 Client reference: 100000002
 Adviser: A Frank - 1234

Type	Name	Account ID	Joint owner(s)	Assets in/out	Money in	Money out	Valuation	% of portfolio
Drawdown		N122222		£0.00	£0.00	£0.00	£288,919.47	37.59
Drawdown		N222224		£0.00	£162,341.50	£40,585.38	£163,902.96	21.33
Isa	Isa	N333332		£8,386.89	£40,095.26	£0.00	£53,438.77	6.95
Pension		N444444		£281,905.90	£323,597.88	£162,341.50	£262,268.99	34.13
Memo assets							£0.00	0.00
Portfolio Total				£300,292.79	£526,034.64	£202,926.88	£768,530.19	

You may now add a 'New account' or top-up an existing account. From the drop down menu for new accounts, select the appropriate account type then click on 'Add'. Remember, if this is a pension transfer in and the client is going into immediate drawdown please select the pension account.



Application for Jack Example

Select Account Next

New accounts

Select the account type you wish to open: Pension + Add

Account holder	Give the account a name	Contribution type	Other account holder(s)	Annual Advice Fee	
William Carr	Pension	<input type="checkbox"/> Payments <input checked="" type="checkbox"/> Re-register <input checked="" type="checkbox"/> Transfer <input checked="" type="checkbox"/> Immediate drawdown		0.5 %	✕ Remove

Top up

Select the account you wish to top up: Isa - N333332 + Add

Select the contribution type(s), enter the 'Annual Advice Fee' and click on 'Next'.

Transfers

Using the drop down menus, enter the ceding scheme details, plan number and current value.

Initial fee

Please note: as this is an instruction for immediate drawdown, please do not request an initial fee on the 'Transfers' section as the initial fee will not be processed on the pension. Instead, a few steps later in this application, there is an 'Adviser fee' section for you to indicate Initial and Annual Advice fees for the drawdown account. The initial fee will be deducted from the Drawdown account after PCLS has been issued.

If you have more than one transfer request, click on the 'Add another transfer request' box to continue to add more ceding schemes.

Application for Jack Example

Transfers

Pension - Pension

Ceding company	Ceding company address	Account/Plan number	Current value
Aegon	EH129SE <input type="button" value="Find address"/>	1234	100000.00
	Scottish Equitable Plc	Initial fee	
	Edinburgh Park	1.5 %	
	1 Lochside Crescent		
	EDINBURGH		

+ Add another transfer

Back Next

Re-registration

Enter re-registration details. When searching for assets, it can save time if you type the first few letters of the asset then '%' and click 'Search'. An asset list will pop up for you to select from.

You can continually add assets for this ceding scheme and when they are all present, tick the client authority questionnaire and click 'Next' to move onto the next section.

We always recommend that you obtain an up-to-date valuation from the client or ceding scheme to ensure that the asset type selected is correct, e.g. 'B Accumulation' and not 'B Income' and that the unit amount is accurate.

If you select 'The assets are held in my own name' we will pre-populate the stock transfer forms for you. If this box is not checked then the stock transfer forms will be blank.

Application for Jack Example

Reregistration

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Use the following spreadsheet to help complete re-registration authority forms. This tool will inform you for which companies re-registrations are allowed and the nominee names for assets.

[Re-registration helper tool](#)

Pension - Pension

Ceding company

SIPP Centre ▼

Ceding company address

M320RS Find address

Sippdeal Ltd

Trafford House

Chester Road

Stretford

MANCHESTER

The assets are held in my own name.

If ceding companies are unable to re-register my assets I will accept cash without being notified.

I will incur any costs of re-registration without being notified.

+ Add another re-registration

Account/plan number

8911

Asset search Only listed securities Search

Asset Name	No of units	Nat. income	Action
BlackRock Absolute Return Bond D	800	☐	✖
BlackRock Balanced Income Portfolio A Inc	560	☐	✖

✖

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Next

Asset selection

Please note

1. There are various options available for you to select to invest your contribution types, however we can only apply transfers and lump sums as 100% cash.
2. In order to move to the next step of the application, please overtype the pre-populated cash box from '2' to '100'. The contributions may only be applied as 100% cash.
3. If you do select a model portfolio, favourite assets or create an asset list, this instruction will not be processed and instead all funds will be applied as 100% cash.
4. Model portfolio and rebalancing options are copied from the pension to the drawdown account.

When your 'Asset selection' choice has been entered as 100 for cash, click 'Next'.

The screenshot shows the 'Asset Selection' step of the application process. At the top, a navigation bar includes steps: Account, Transfers, Rereg', Payment & Withdrawal, Asset Selection (current), Immediate Drawdown, Account Specific, and Confirm. Below the navigation bar, the title 'Application for Jack Example' is followed by 'Asset Selection'. A 'Back' button and a 'Next' button are visible. A message states: 'Please allocate the percentage of each asset that you would like to add to each account. The overall percentage allocation must equal 100, and there must be at least a 2% cash allocation for each account.'

The main form area is titled 'Pension - Pension'. It contains search fields for 'Asset search' (Name/ISIN/SEDOL) and 'Model portfolio search' (Name). There is a checkbox for 'Only listed securities' and a 'Search' button. A 'Show allocation in' dropdown is set to '%'. Below this is a table with columns: Asset name, Lumpsum, Regular, Transfer, Nat. income, and Action.

Asset name	Lumpsum	Regular	Transfer	Nat. income	Action
Cash Account Pension (Cash Pension)			100.00		
Total			100.00		

On the right side of the table, there are four action buttons: 'View Charges', 'Reset fund list', 'Create favourite assets list', and 'Copy funds to all'.

Immediate drawdown

The first part of the 'Immediate drawdown' form details the Lifetime allowance (LTA). This section will auto-complete for you as the rest of the drawdown details are entered.

The screenshot shows the 'Immediate drawdown' step of the application process. At the top, the navigation bar is the same as in the previous screenshot. The title 'Application for Jack Example' is followed by 'Immediate drawdown'. A 'Back' button and a 'Next' button are visible. The main form area is titled 'Pension - Pension'. It contains a 'Drawdown type' dropdown set to 'Capped'. Below this are two input fields: 'LTA %' and 'LTA % total', both with a value of '0.00'.

Drawdown details

The 'drawdown options' are either 'Full' for full drawdown or for partial drawdown select either 'Amount' or 'Percentage'.

Full drawdown

Please ensure you send Nucleus a signed 'Take income' form or 'Drawdown' form and refer to the declaration guidance at the end of this guide.

When you select 'Full' as the Drawdown option, the 'Drawdown details' section auto completes.
The drawdown amount and PCLS amount (25%) are displayed in light grey.

The screenshot shows a form titled 'Drawdown details' with the instruction 'Please select a drawdown option'. The 'Drawdown options' dropdown menu is set to 'Full'. Below this, the 'Drawdown amount' is 100,319.20 and the 'Drawdown %' is 100.00. The second section is titled 'Please select a PCLS option if required' and the 'PCLS option' dropdown is set to 'Percentage'. The 'PCLS income amount' is 25,079.80 and the 'PCLS %' is 25.00. The 'Drawdown amount' and 'PCLS income amount' fields are highlighted in light grey.

Please select a drawdown option	
Drawdown options	Full
Drawdown amount	100,319.20
Drawdown %	100.00

Please select a PCLS option if required	
PCLS option	Percentage
PCLS income amount	25,079.80
PCLS %	25.00

Partial drawdown

Drawdown options

Select (cash) 'Amount' or 'Percentage' to enter the required drawdown value.

The screenshot shows a form titled 'Drawdown details' with the instruction 'Please select a drawdown option'. The 'Drawdown options' dropdown menu is set to 'Amount'. Below this, the 'Drawdown amount' is 50,000.00 and the 'Drawdown %' is 49.84. The second section is titled 'Please select a PCLS option if required' and the 'PCLS option' dropdown is set to 'Percentage'. The 'PCLS income amount' is 12,500.00 and the 'PCLS %' is 25.00. The 'Drawdown amount' and 'PCLS income amount' fields are highlighted in light grey.

Please select a drawdown option	
Drawdown options	Amount
Drawdown amount	50,000.00
Drawdown %	49.84

Please select a PCLS option if required	
PCLS option	Percentage
PCLS income amount	12,500.00
PCLS %	25.00

PCLS option

Please ensure you send Nucleus a signed application form or Drawdown form and refer to the declaration guidance at the end of this guide.

The easiest option is to select percentage (25%) as the amount is then auto-calculated for you. However, if you wish to state a specific amount, the 'Drawdown %' is then auto-calculated for you.

You can select less than 25% as an amount or percentage however please note, you cannot request the remaining PCLS from this drawdown request at a later date.

What is transferred from the pension to the drawdown account?

When processing drawdown, we first take the required drawdown amount from available cash, leaving 0.17% in available cash for fees/charges etc. on the pension. The rest of the assets are transferred on a proportional basis. For example, if a fund takes up 4% of the pension account valuation, then 4% of the value required for drawdown is transferred from this fund.

Auto-disinvestment for PCLS and fees

If there is insufficient cash to pay the PCLS and/or an Adviser initial fee from the drawdown account, the available cash is ring-fenced (moved to reserved cash) and the assets are sold down proportionately to create the required cash amount. We ring-fence the available cash to ensure it is not used for other processes e.g. rebalancing.

After PCLS is paid to the client the initial fee is calculated from the valuation of the drawdown account and paid out.

Please note: cash is not ring-fenced until we have received the relevant application paperwork and commence processing the drawdown application.

PCLS will not be released until there is sufficient cash to pay out the PCLS and maintain the minimum 0.17% cash balance requirement. If cash is not available, auto-disinvest will sell down the appropriate assets and PCLS can then be paid out when there is sufficient cash available. If you choose to sell assets in the pension in advance of submitting the application, we would recommend you consider this plus the first income payment to avoid any delay.

I want specific funds moved into drawdown

We do not have the functionality for you to select specific funds for drawdown online however we can manually process this for you. Please do not use the online 'Take income' form, instead, print the 'Pension drawdown' form available in the Library (Account specific/Pension documents) and post the signed form detailing the funds for drawdown specifics i.e. total cash, asset names and units.

Please ensure there is available cash in the pension for the PCLS to be taken or instruct a sell before posting the drawdown documentation.

Adviser payment details

'Annual advice fee' can be keyed as a percentage or an amount. The fee is calculated daily and paid out on a monthly basis.

'Initial fee' can also be keyed as a percentage or an amount. The initial fee payment is calculated from the valuation of the drawdown account after the PCLS has been paid out.

The screenshot shows a form titled "Adviser payment details" with two rows of input fields. The first row is labeled "Annual advice fee" and contains a text input field with the value "0.5" and a dropdown menu showing a percentage symbol (%). The second row is labeled "Initial fee" and contains a text input field with the value "1.5" and a dropdown menu showing a percentage symbol (%).

Income payment details

The 'Max GAD income' is auto calculated for you. The rest of the sections to complete are set out depending if you select '% of GAD', 'Amount', 'Max GAD' or 'No Income' as the Payment option.

% of GAD: select this if the client does not wish to take the maximum GAD income (select up to 120%)

Amount: key the specific amount the client requires (subject to the 120% limit)

Max GAD: select to ensure client receives the maximum income they are entitled to. The '% of GAD' field then defaults to 120%.

Please note income is subject to tax which is deducted before the client receives their pension income payment.

Income not required?

Leave this section at nil income if the client does not wish to start income at this time.

Income payment details

Max GAD income	3,318.75
Payment option	Max GAD ▾
Frequency	Monthly ▾
% of GAD	150.000
Amount	276.56
First payment date	<input style="width: 100%;" type="text"/>

First payment date

To ensure we can process the first income payment on the elected date, please select a date for a minimum of 10 working days (provided the cash is available) from the date Nucleus should receive the application paperwork. If there is any doubt, please contact the client relations team for guidance.

If we are unable to pay the client's first income on the elected date, we will pay out the first single income payment on the first available date and continue income payments on this date each month thereafter (if this is the requested frequency). You can change the income payment date in the 'Account maintenance' screen when the drawdown account has been opened.

Bank account details for PCLS

Clients' bank account details are pre-populated. If we hold a record of multiple bank accounts for the client, select the required bank account from the drop down list which appear at 'Account name'.

If the client wishes to pay PCLS to an existing General account, select the required General account from the dropdown list which appears at 'Designate funds to existing account'.

Bank account details

Bank account details for PCLS

Account name *	<input style="width: 100%;" type="text"/>	Designate funds to existing account	General - N335662 ▾
Sort code	<input style="width: 100%;" type="text"/>		General - N335662
Account number	<input style="width: 100%;" type="text"/>		
Roll number	<input style="width: 100%;" type="text"/>		

Is a different bank account required for PCLS?

If the client requires the PCLS to be paid to a bank account which we do not hold a record of, please post an original signed client instruction requesting the new sort and account number be added to our system (also advise if the new bank account details should be used for any of the client's other accounts if applicable). When the request has been processed, you can then proceed with the application as the bank account will be selectable from the updated bank account list.

Income payment

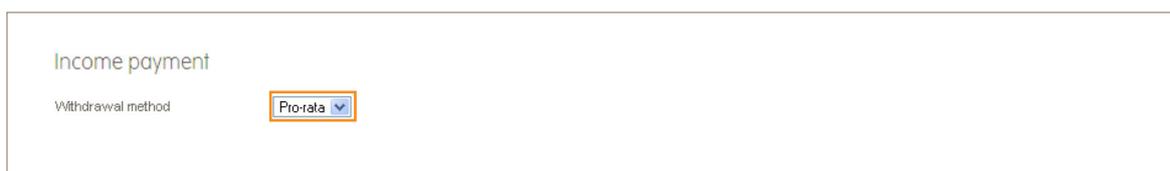
Withdrawal method

Income payments can only be paid from available cleared cash on the Nucleus drawdown account.

Please select from the following 2 options to advise how the income payments should be managed:

None: if you intend to monitor the account. Please ensure there is sufficient cleared cash to meet the withdrawal.

Pro-rata: if you wish Nucleus to monitor the cash element of the account, auto-disinvestment can be set up to automatically sell-down your client's holdings to meet the pension income amount. We also sell an additional 0.17% to restore the cash balance to meet the minimum cash requirement. Please be aware some assets may be excluded from auto-disinvestment such as monthly traded and suspended assets.



The screenshot shows a form titled "Income payment". Below the title, there is a label "Withdrawal method" followed by a dropdown menu. The dropdown menu is currently set to "Pro-rata".

How can I change Income choices?

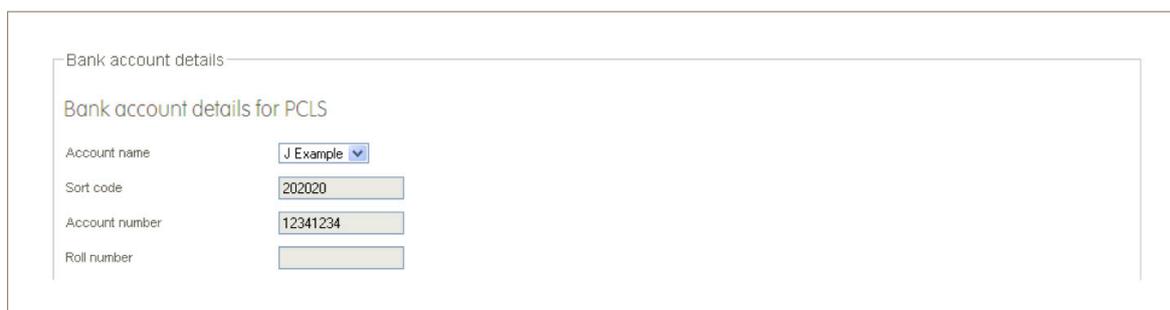
If the client wishes to change income frequency, amount or date, please raise a request through our query system Jira and we will process this for you.

How can I stop funds being sold pro-rata to fund income?

If you only wish specific units to be sold down to fund the income payments, you can stop the pro-rata auto-sell down on the 'Maintenance' page after the drawdown account has been set up.

Bank account details for taxable income

See above 'Bank account details for PCLS' for guidance.



The screenshot shows a form titled "Bank account details for PCLS". The form contains the following fields:

Bank account details for PCLS	
Account name	J Example
Sort code	202020
Account number	12341234
Roll number	

Click on 'Next' to add any beneficiary's and select 'Client retirement pension options'.

Application for Jack Example

Account Specific Details

Back
Next

Pension - Pension

Beneficiaries

+ Add a beneficiary

Client Retirement Pension Options

Retirement Age*

Guarantee Period* None

Escalation Rate* RPI

Spouse Benefit 0%

Back
Next

Please click on 'View summary' and check the application is correct. If there is anything you wish to change, click on the 'Back' button to retrieve the appropriate screen for amendment.

Complete the anti-money laundering declaration at the bottom of the summary, and then 'Submit'.

Application for Jack Example

⚠ Pension: Please remember to submit the transferring company's pension discharge along with the rest of this application. Failure to do so will result in delays in completing the transfer

Application Summary

Back

Account	Status	Illustration Growth Rates (%)			Illustrate (Select all)	Summary	Submit
Pension - Pension	In Progress	Low* <input style="width: 40px;" type="text" value="2.00"/>	Medium* <input style="width: 40px;" type="text" value="5.00"/>	High* <input style="width: 40px;" type="text" value="8.00"/> (Apply to all)	<input type="checkbox"/>	View summary	<input type="checkbox"/>

Illustrate

Anti-money laundering declaration

Jack Example

I/we can confirm that I/we have verified the source of funds

Submit

And finally

View and print summary and print documents.

Application for Jack Example
Application Submitted

The following applications have been submitted:

Pension - Pension for Jack Example, Account number N221212

View summary Print summary

What do I do now?

Print documents

If you haven't already, print the declaration and any additional documents shown in the orange bar on the right-hand side of this screen. The signed documentation and any cheques should be sent to:

Nucleus Client Relations
PO Box 26968
Glasgow
G2 9DY

Declarations, do you need them?

New Client to Nucleus

An original client signed declaration will be required.

Existing Nucleus client applying for a pension

An original clients signed declaration will be required if this is the client's first pension application for Nucleus.

Client topping up their Nucleus pension for immediate drawdown

A new declaration will not be required.

When will I know that 'Take income' has been processed?

There is a 'Benefit Drawdown Events' section that will appear at the bottom of the clients' pension portfolio page which confirms Lifetime allowance % used, drawdown value and tax-free Lump Sum amount.

Effective date	Trade ID	Lifetime Allowance % Used	Drawdown Value	Tax-Free Lump Sum	Reference
04/04/2014	126229178	40.39	£100,000.00	£25,000.00	10000037

Further support

Hopefully you will now be able to complete an application for immediate drawdown. If you need any further help, please contact your client relations manager who will be happy to assist.



client.relations@nucleusfinancial.com



[@nucleuswrap](https://twitter.com/nucleuswrap)



www.nucleusfinancial.com