

## Online servicing

Did you know that as well as processing new business and carrying out trading for your clients you can also do all of this online?

### View client details

- Name
- Address
- Bank details
- Email address
- National insurance number
- Transactions including lump sum investments, regular withdrawals and contributions
- Fees and Nucleus charges
- Selected pension age
- Pension beneficiaries
- Current tax code
- Correspondence

### Update client details

- Add nationality and residency (for clients added to the platform before these fields were mandatory)
- Add an email address to generate online access registration
- Update an existing email address
- Update the client's national insurance number
- Add or edit the client's telephone numbers
- Change correspondence and residential address
- Change e correspondence options
- Update client site access – changing access to transaction history and memo assets
- Update a client's normal pension age

### Manage your client's cash balance

- Set appropriate auto sell down options (pro rata, custom) to suit your client's cash needs
- Set up alerts to tell you when your clients' cash balances fall below 1% or above 5%
- Run the cash balance report to monitor the clients' cash position

It is vital to ensure that there is sufficient cash to pay regular withdrawals, pension income, PCLS, fees etc. when due. It also ensures that the minimum cash level of 0.17% remains on the account.

### New business

Set up regular withdrawals for General, General (gross) and Isa accounts by top up/add investment with no need to send any paperwork.

### Arrange inter account transfers

- Bed and Isa/Jisa (move cash and/or assets from General to Isa accounts with minimal time out of the market)
- Move cash and/or assets between same wrappers for the same client.

### Use the platform reports and tools to

- Get the latest update on outstanding trades and transfers
- Set up alerts to receive notifications when particular events occur on an account
- Use Narrate to carry out client reviews
- Carry out a bulk asset switch
- Carry out a bulk cash switch
- Create and edit bespoke model portfolios
- Carry out bulk model portfolio reassign and rebalance
- Illustrations
- Check Isa/Jisa subscriptions for the current tax year
- Check adviser fee payments

## Online servicing

### Access drawdown details including

- Review frequency
- Maximum income
- Tax code
- Next review date

Please refer to the 'user guide' section in the platform library for more details on these functions or contact your regional client relations manager if you'd like to arrange training.

### Use client maintenance to manage withdrawals and regular contributions

Note – cannot be used for Offshore Bond, Corporate and Trust accounts or Pension employer contributions.

Account	One off withdrawal (leaving at least 0.17% cash on account)	Change regular withdrawal				Change regular contribution			
		Amount	Frequency	Payment date	Suspend	Amount	Frequency	Payment date	Suspend
General*	✓	✓	✓	✓	✓	✓	✓	✓	✗
General* (general gross)	✓	✓	✓	✓	✓	✓	✓	✓	✗
Isa	✓	✓	✓	✓	✓	✓	✓	✓	✗
Jisa	✗	✗	✗	✗	✗	✓	✓	✓	✗
Pension**	n/a	n/a	n/a	n/a	n/a	✓	✓	✓	✗
Onshore Bond*	✗	✓	✓	✓	✓	n/a	n/a	n/a	n/a
Offshore Bond	✗	✗	✗	✗	✗	n/a	n/a	n/a	n/a

\*online withdrawal instruction and maintenance not available for trust and corporate accounts

\*\*online contribution maintenance not available for trust and corporate accounts and employer pension contributions



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