

Managing cash in your James Hay products

This document sets out the ways in which you can manage cash effectively within your Modular iPlan products. Effective cash management is essential in ensuring your product runs smoothly and that you are able to fulfil your investment strategies.

The tools available will help you manage your cash and to make sure that:

- your SIPP income is paid regularly,
- your investments can be purchased on request, and
- any charges can be settled as they arise.

What is your product bank account?

Your James Hay products are linked to bank accounts that are used to hold your uninvested cash.

The product bank accounts facilitate the movement of money within your products:

- for the receipt of contributions and subscriptions,
- transfers in and out,
- investment purchases and sales, and
- for the payment of any withdrawals.

They are not designed to be a substitute for investment and should be regularly checked to ensure an appropriate balance is maintained.

As our customers' cash is held in pooled bank accounts, you may earn interest on your cash balance. We retain a part of this interest, as it allows us to invest in our technology and service provision, and helps to keep our product charges down.

For more information about how the product bank accounts operate, including details of any interest payable, please visit the [Bank Accounts](#) page of our website for more information.



Important dates

Below are some key dates which may influence how you manage your product's cash balance. Please note all dates stated are for guidance and the actual date a transaction occurs may vary.

- **1st working day of the month** - Modular iPlan valuation is taken (for calculating the Platform Charge, and for ongoing adviser charges).
- **2nd working day of the month** - Ongoing adviser charge payments are made.
- **After the 11th of the month** - Platform Charge is debited.
- **15th of the month** - Regular sale of Investment Centre funds if used to fund pension income.
- **20th of the month** - Regular Investment Centre buys placed.
- **22nd of the month** - Regular disinvestments from investment manager accounts if used to fund pension income.

Please see the calendar example on the next page.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1st Modular iPlan valuation is taken (for calculating Platform Charge and ongoing adviser charges)	2nd Ongoing adviser charge payments are made	3rd	4th	5th	6th	7th
8th	9th	10th	11th Platform Charge is debited (Any day after 11th)	12th	13th	14th
15th Regular sale of Investment Centre funds if used to fund pension income	16th	17th	18th	19th	20th Regular Investment Centre buys placed (on next working day)	21st
22nd Regular disinvestments from investment manager accounts if used to fund pension income	23rd	24th	25th	26th	27th	28th
29th	30th	31st Payroll is run around the end of the month to schedule income payments for the 1st	<h3>Other potential dates to add to your calendar:</h3> <p>Sending money to an investment manager - Within 4 working days of the online instruction.</p> <p>Your regular contribution/subscription dates - As specified on the Direct Debit mandate.</p>			

Taking money out of your SIPP

- Income withdrawal payments are paid on a set date of the month. For the majority of our SIPP products, we pay income by the first working day of the month. Please see the [Payroll cut-off dates](#) page on our website for further information.
- Any changes to your income can be requested online, and this must be done before the payroll cut-off date that month.
- If you wish to start taking an income payment from your SIPP, you must notify us 15 business days before the date the first payment is to be made. These dates are positioned to allow for proceeds from regular Investment Centre trades, and standing orders from Investment Manager accounts, to be received in time for the following month's payroll run.



For information on how to take benefits from your pension, please read our Accessing Your Pension Benefits document which is available on our website at www.jameshay.co.uk.



Cash alerts

James Hay Online allows you to set cash alerts for both incoming and outgoing cash. Cash alerts can be used to ensure that adequate money is available to cover withdrawals, James Hay charges and adviser charges. Alerts can also be arranged for the receipt of a transfer, contribution or tax reclaim.

- You can set up one or more conditional alerts over the cash balance of a product so there is always an appropriate level of funds in the account to facilitate transactions.
- A secure message will then be sent to your account to alert you if the cash balance moves over the designated level. For example, if anticipating a credit transaction, you could set a daily, weekly, monthly or one-off alert, based on the amount expected. You will receive a notification email to the address linked with the account.
- You can also be alerted should the account fall below a certain level, in order to prevent failed withdrawals or missed charge payments.

New Plan Alert

Complete all details below and click 'Save' to set up an alert over the cash balance.

All fields are required.

Alert Type	<input type="text" value="Cash Balance"/>
Condition	<input type="text" value="greater than or equal to"/>
Value (£)	<input type="text"/>
Frequency	<input type="text" value="Daily"/>
Status	<input type="text" value="Active"/>

Alert Frequency
The frequency with which you will receive a notification when the conditions set have been met. No alerts will be sent at weekends. If the frequency selected is 'One Off' then the 'Status' for the plan alert will amend to 'Disabled' once the alert has been executed.

Status
Plan Alerts can be set to active or disabled. All plan alerts will display above but those set to a disabled status will not send an alert when the specified conditions are met within the plan.



To set up your online access, go to www.jameshay.co.uk. click on the Log in button on the home page and follow the instructions.



Other James Hay online tools

Your James Hay Online account also gives you access to:

- Online statements showing your cash available to invest.
- Real time transaction history including cleared and uncleared cash.
- A breakdown of your pension contributions and ISA subscriptions, highlighting any potential unused annual allowances.
- Income history showing pension withdrawals you have already received.
- Valuation reports to help you monitor your plan's complete value
- View correspondence from us, and contact us via our secure messaging system.

Contact information

If you have questions about your James Hay product, please contact us via secure message or write to us at:



**James Hay, Suite 202 Warner House,
123 Castle Street, Salisbury, SP1 3TB**

You can call us on the number below:



03455 212 414

Lines are open from 8.30am to 5.30pm
Monday to Friday. To help us improve our
service, we may record or monitor calls.

If you do not have a financial adviser and you would like to speak to one, you can obtain a list of financial advisers local in your area by visiting www.moneyhelper.org.uk or by calling MoneyHelper on 0800 011 3797.

We are able to provide literature in alternative formats. For a Braille, large print, audio or E-text version of this document call us on 03455 212 414 (or via the Typetalk service on 18001 03455 212 414)

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