

Important: Platform upgrade

Later this year, we'll be upgrading our services as part of our investment in our new platform. This means that our products will change when they move on to new technology, under our Nucleus brand.

Please note that the key literature for the product (including the Terms and Conditions, Charges Schedule, Permitted Investments List and Key Features Document) is therefore only applicable until the upgrade takes place. If you already have a product with us, we'll be writing to you regularly to keep you updated.

To help you understand the features and benefits of the products when on our new platform, we've attached copies of the new literature to the end of each document, which you'll find below.

For more information on the upgrade, including a summary of the key changes to these products, please visit our support page at nucleusfinancial.com/upgrade-support, or contact us on 03455 212 414.



You should also discuss what this means for you with your financial adviser. If you don't have an adviser and would like to speak to one, please visit moneyhelper.org.uk



Key Features of the Modular GIA

 20 minute read



Important information you need to read and understand before you invest

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, James Hay Partnership, to give you this important information to help you to decide whether our Modular GIA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.



What you should know before you invest

What is the purpose of this document?

This Key Features Document, along with your Key Features Illustration, gives you a summary of information to help you decide if you want to invest in the Modular GIA, and whether the Modular GIA is right for you.

What is the Modular GIA?

The Modular GIA is an investment account which allows you to invest in a wide choice of investments and, if you choose to, take regular withdrawals.

The core investment options give you access to a stockbroker panel, and a range of funds via the James Hay Investment Centre. The Investment Centre is our in-house fund platform that allows you to invest in a variety of collective investment schemes.

However, if your investment needs are more sophisticated and you wish to have a wider choice of investments to select from, for example funds not available via the Investment Centre, these options can be added to your Modular GIA at an extra cost. This means that you only pay for the investment options that you intend to use.

Key features of the Modular GIA



Its aims

The aim of your Modular GIA is to allow you to manage your investments according to your own investment objectives, whether they are for capital growth or income, or a combination of both.

The Modular GIA offers you complete control over where and when you invest.

It provides you with the facility to make regular withdrawals, if required, as you continue to invest.



Your commitment

Before opening a Modular GIA, you should consider whether you have sufficient investment experience and are prepared to be responsible for making decisions about how your money is invested during the time that your Modular GIA is open.

You will need to:

- make at least one payment into your Modular GIA
- pay the charges set out in the Modular GIA Charges Schedule.

To open a Modular GIA you must already hold a Modular iSIPP. If you later close your Modular iSIPP, the Modular GIA will also have to be closed. For further information, please refer to the Modular GIA Terms and Conditions, a copy of which is available on our website at www.jameshay.co.uk.



Understanding the risks

There are risks associated with investing your money via a Modular GIA which, depending on how they are managed, could affect the value of your Modular GIA in the future. These are detailed below. You may be able to reduce the impact of some of the risks, as you are able to control:

- the amount you put in
- the investments you select
- when you take money out.

However, other factors that contribute to the different risks involved in having a Modular GIA may be outside of your control. For example, the Government may change the tax rules applicable to GIAs and this could affect:

- the amount of tax you pay on your fund growth
- the taxation on your income.

To understand the risks associated with investing via a Modular GIA and how the amount of money you get back out may be affected, we strongly suggest you read on.

Applying for the Modular GIA

If you open a Modular GIA and later choose to cancel it, you may get back less than you paid in. Please refer to the Modular GIA Terms and Conditions for further information.

Transferring investments in

If you transfer existing investments into your Modular GIA, they may need to be transferred as cash and you may not get the benefit of any investment increases whilst the transfer is being processed.

Investing your money in your Modular GIA

The value of your investment can fluctuate up and down and it's possible that you may get back less than the amount you originally invested.

Depending on the type of investments you choose to invest in, there will be different risks that will affect the value of your investment. For example:

- foreign investments will be affected by changes in the rate of currency exchange
- investments in stocks and shares or funds that invest in stocks and shares, will be affected by fluctuations in the stock market.

For further information on the risks that are specific to a particular investment, please read the Guide to Investment Risk available on our website at www.jameshay.co.uk or speak to an FCA regulated financial adviser (financial adviser).

If the returns on your Modular GIA investments are poor, they may not cover the level of charges applied and the value of your Modular GIA could significantly reduce in value over time. You should regularly review the performance of your chosen investments to check that they remain suitable for providing you with the benefits you require in the future.

Not all your investments may be protected by the Financial Services Compensation Scheme (FSCS). The FSCS provides financial compensation to investors in the event of the failure of a financial institution. To understand how this may affect your Modular GIA, please see the 'Other useful information' section later in this Key Features Document.

Withdrawals from your Modular GIA

The value of your Modular GIA is not guaranteed. Its value will depend on a number of factors including:

- what you have paid in
- how your investments have performed
- the charges that have been deducted.

The level of the withdrawals you can make will depend on:

- the value of your Modular GIA
- whether you are able to sell your investments.

High levels of inflation could reduce the value of your GIA in real terms.



Questions and answers

Is the Modular GIA the correct product for me?

The Modular GIA may be right for you if you are looking to:

- build capital growth
- take income from your existing investments
- access a wide variety of investment options that can be varied to suit your changing needs.

Who can take out a Modular GIA?

You can take out a Modular GIA if you are:

- over 18
- not a US citizen or other US Person, or resident in the US for tax purposes
- not an undischarged bankrupt.

Who can make payments into the Modular GIA?

We will normally only accept payments into your Modular GIA from you.

How much can I pay in?

There is no minimum or maximum amount you must pay into your Modular GIA.

You can make regular or occasional payments at any time and you can vary the amount and frequency of your payments in. Payments can be made by bank transfer or Direct Debit. Your product bank account details, including the required payment reference, can be found within your James Hay Online account.

If you do not have a financial adviser who is advising you on your Modular iPlan products, you must have a minimum of £100,000 already invested in the Core Modular iPlan investments (Investment Centre, Managed Portfolio Panel, Cash Panel and panel stockbroker) before we will consider allowing you to invest outside of the Core Modular iPlan investment options.



What tax will I pay?

The Modular GIA is not a tax exempt product. The tax you pay will depend on the type of investments that you hold and your personal circumstances.

At the end of each tax year, we will provide you with a consolidated tax certificate that you will need to refer to when doing your self-assessment tax return.

For further information, please speak to your financial adviser or tax adviser.

Can I transfer existing investments into the Modular GIA?

You can transfer existing investments that you own into your Modular GIA.

Transfer payments in the form of cash or assets other than cash (known as in-specie transfers) may be accepted.

What is the product Bank Account?

Any money you pay into your Modular GIA is held in a pooled bank account in the name of James Hay Wrap Managers Limited until we receive instructions to invest. This pooled bank account also holds money for other clients and is operated by us in accordance with the FCA's Client Money Rules. Your Modular GIA's individual holding is recorded in our internal records and referred to as your product bank account.

For further information on our product bank accounts, please visit our website at www.jameshay.co.uk.

What can I invest in?

Through the Modular GIA you can invest in a wide range of investments, including collective investment funds (such as unit trusts and OEICs) and investment trusts.

You can appoint third party investment managers to make investment decisions on your behalf and you can open an account with a stockbroker on our panel to buy and sell stocks and shares.

You can change investments at any time, unless an investment has restrictions. These will be covered in the literature or terms and conditions for the relevant investment you or your financial adviser has chosen.





What are the modules within the Modular GIA?

Modular GIA Core Investments

The Core Modular GIA gives you access to:

- the James Hay Investment Centre which provides the facility for you to choose individual collective investment funds from a wide range of leading fund managers at discounted charges
- a range of model portfolios via the Managed Portfolio Panel.
(Please note: If you invest in a model portfolio on the Managed Portfolio Panel, you will be unable to hold Investment Centre funds outside of the portfolio in the Modular GIA)
- the services of a stockbroker on our panel.

Full details of our stockbroker panel and Managed Portfolio Panel are available on our website at www.jameshay.co.uk.

Whole of Market Module

You can invest in most other types of investments allowed under HMRC rules which do not fit within the Core GIA, including the appointment of investment managers and stockbrokers not on our panel, and investment grade gold bullion.

Please note: If an investment fund is available under our Investment Centre, you must buy it through our Investment Centre and you will not be permitted to purchase it via the Whole of Market Module.

For further information on the investments available to you under the Modular GIA, please see the Modular GIA Permitted Investments List which is available on our website at www.jameshay.co.uk.

What are the charges?

Full details of our charges are given in the Modular GIA Charges Schedule which is available on our website at www.jameshay.co.uk. You may pay charges to other parties depending on the investments you select. You may also pay charges to your financial adviser. These charges can be paid out of your Modular GIA.

Our charges are normally deducted from your product bank account. If there is insufficient money available in your product bank account we will ask you to either sell some investments within your Modular GIA or you can pay us directly.





Can I have an illustration?

If you have a financial adviser they will provide you with an illustration. If you do not have a financial adviser, we will send you an illustration when we receive your application form.

Alternatively, you can request an illustration before you make an application by contacting us. Our contact details are in the 'How to contact us' section later in this Key Features Document.

When can I make withdrawals?

You can make withdrawals from your Modular GIA at any time. These can be ad-hoc or on a regular basis.

Withdrawals generally take 14 to 30 days to complete and are made by CHAPS or Faster Payments to an account in your name that you nominate. Ad-hoc withdrawals may alternatively be paid by cheque payable to you.

What happens to my Modular GIA when I die?

We will act on the instructions of your personal representatives once they have provided us with proof of title, such as a grant of probate or letters of administration.

They may instruct us to either sell any remaining investments and pay the cash balance on their instructions, or transfer any investments held in your Modular GIA on their instructions. Your Modular GIA will then be closed.

In the event of your death, your Modular GIA will form part of your estate and may be subject to inheritance tax.

Can I change my mind?

You have the right to cancel your Modular GIA. On receipt of your Modular GIA application form, we will send you a cancellation notice. You will have 30 days from receipt of this notice to tell us that you have changed your mind and wish to cancel your application.

For further details, please see the Modular GIA Terms and Conditions.





What other documents should I read?

We ask that you also read the Modular GIA Key Features Illustration provided by your financial adviser. In addition, you should read the:

- Modular GIA Charges Schedule
- Modular GIA Permitted Investments List
- GIA Terms and Conditions and
- Modular iPlan Technical Guide.

These documents provide you with more detailed information on the Modular GIA.

If after reading the documentation you are unclear about any aspect of the Modular GIA, or you are unsure whether the Modular GIA is right for you, we strongly suggest you speak to your financial adviser.

What correspondence and communications will I receive?

We will issue:

- a cancellation notice that gives you the right to cancel your Modular GIA (unless you have waived these rights in your application form)
- information to allow you to access the secure area of our website for you to view details of your Modular GIA
- a quarterly valuation statement for your Modular GIA
- other necessary correspondence depending on the day-to-day operation of your Modular GIA.

We will send correspondence to your financial adviser, apart from cancellation notices which we will send to you. The only correspondence we will send to both you and your financial adviser is your annual valuation statement.

Our standard methods of communication are letter, secure electronic messaging (through James Hay Online) and by telephone. We do not consider standard email to be secure and so we will not normally communicate in this way if the communication includes personal information or instructions relating to your Modular GIA or investments.





Other useful information

How to complain

If you wish to complain about any aspect of the service you have received, please contact the Complaints Manager using any of the methods detailed in the 'How to contact us' section overleaf.

Complaints about this product that we cannot address may be referred to the Financial Ombudsman Service.

For details of our formal complaints procedure or contact information for the organisations listed above, please see the Guide to our Complaint Procedure leaflet, a copy of which can be obtained from our website at www.jameshay.co.uk.

Making a complaint will not affect your right to take legal proceedings.

Law

The information given in this document is based on our current understanding of pension and financial services regulations and can be subject to change as tax laws and legislation may change over time.

In the event of a dispute, the law of England and Wales will apply, and by completing a Modular GIA application you will be agreeing to this.

Financial Services Compensation Scheme (FSCS)

The FSCS provides protection for consumers when financial services firms fail (or go bust). It is the compensation scheme for customers of UK authorised financial services firms. FSCS can compensate customers if a firm has stopped trading or does not have enough assets to pay claims made against it.

The Modular GIA is covered by the FSCS in the event that we are unable to meet our obligations to you regarding administration of the Modular GIA.

The product bank account is also separately covered by the FSCS in the event of the failure of the relevant bank itself.

Similarly, the underlying investments within your Modular GIA may be subject to their own protection from the FSCS in the event of the failure of the relevant investment provider. However, this will depend on the investments you select and you should seek further clarification from the investment provider or your financial adviser of the cover applicable to your chosen investments before investing.

For details on how we will hold any money and/or investments, and the level of protection available, please read the document available on our website at www.jameshay.co.uk called How your Money and Investments are held within James Hay Partnership Products.

For further information, please visit the FSCS website at www.fscs.org.uk.

What do I do next?

If you need advice on how to proceed, you should contact your financial adviser.

If you need more help or information regarding the administration or features of a Modular GIA, please contact us via secure message or write to us at:



James Hay Partnership, 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.

All of our other literature named in this document can be found on our website:



www.jameshay.co.uk

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).

"James Hay Partnership" is the trading name of Nucleus Group Services Limited (NGSL) (registered in England, number 02538532); James Hay Services Limited (JHS) (registered in Jersey, number 77318); IPS Pensions Limited (IPS) (registered in England, number 02601833); James Hay Administration Company Limited (JHAC) (registered in England, number 04068398); James Hay Pension Trustees Limited (JHPT) (registered in England, number 01435887); James Hay Wrap Managers Limited (JHWM) (registered in England, number 04773695); James Hay Wrap Nominee Company Limited (JHWNC) (registered in England, number 07259308); PAL Trustees Limited (PAL) (registered in England, number 01666419); Sarum Trustees Limited (SarumTL) (registered in England, number 01003681); The IPS Partnership Limited (IPSP) (registered in England, number 01458445); Union Pension Trustees Limited (UPT) (registered in England, number 02634371). NGSL, IPS, JHAC, JHPT, JHWM, JHWNC, PAL, SarumTL, IPSP, UPT have their registered office at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. JHS has its registered office at Aztec Group House, IFC6, The Esplanade, St Helier, Jersey, JE4 0QH. JHAC, JHWM, IPS, IPSP, are authorised and regulated by the Financial Conduct Authority. NGSL, IPS, IPSP, PAL, UPT, JHWM, JHPT, JHAC, SarumTL and JHS are members of a VAT group with VAT registration number 514 0358 80. All companies are wholly owned subsidiaries of Nucleus Financial Platforms Limited (registered in England, number 06033126) whose registered office is at Suite B & C, First Floor, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP, and are members of the Nucleus Group. Further details of the Nucleus Group can be found at nucleusfinancial.com. (12/24)



Key features of the Nucleus Modular GIA

 20 minute read

The Financial Conduct Authority (FCA) is a financial services regulator. It requires us, Nucleus Financial Platforms Group, to give you this important information to help you to decide whether our Modular GIA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.



What you should know before you invest

What is the purpose of this document?

This Key Features Document, along with your Key Features Illustration, gives you a summary of information to help you decide if you want to invest in the Modular GIA, and whether the Modular GIA is right for you.

What is the Modular GIA?

The Modular GIA, referred to in this document as the Modular GIA, is a general investment account that allows you to invest in a wide choice of assets, with the ability take withdrawals at any time.

The core investment options give you access to an integrated stockbroking service, and a broad range of platform funds. If your financial goals mean you require access to the wider market then more investment options can be added to your Modular GIA at an extra cost. This means that you only pay for the options that you intend to use.



Key features

Its aims

The aim of your Modular GIA is to allow you to manage your assets according to your own investment objectives, whether they are for capital growth or income, or a combination of both.

The Modular GIA offers you complete control over where and when you invest. It provides you with the option to make regular withdrawals, if you wish, as you continue to invest.

Your commitment

Before opening a Modular GIA, you should consider whether you have sufficient investment experience and if you're prepared to be responsible for making decisions about how your money is invested.

You'll need to:

- make at least one payment into your Modular GIA
- pay the charges set out in the relevant **Charges Schedule**, as well as any third party charges that may arise
- regularly review your investments and financial goals, and manage your product's assets accordingly.

Nucleus products are designed to be managed with the support of an adviser. If you remove your adviser from your plan, or end your relationship with them, your service experience with Nucleus may vary due to the different ways we must interact with direct customers.

For more information, please refer to the **Platform Services Terms and Conditions**, which is available on our website nucleusfinancial.com.





Understanding the risks

Below are some of the risks associated with investing your money through a Modular GIA, which could affect the level of withdrawals you can take in the future. You may be able to reduce the impact of some of the risks, as you're able to control:

- the amount you put in
- the investments you select
- how much you need to withdraw and when.

However, there may be other risk factors outside of your control. For example, the Government may change the tax rules applicable to GIAs and this could affect:

- the amount of tax you pay on your investment growth
- the taxation you pay on withdrawals.

Your right to cancel

If you open a Modular GIA and later change your mind, you may choose to cancel your application. Doing so could mean you get back less than you paid in if your asset values have fallen during this time.

Please refer to the **Platform Services Terms and Conditions** for more information, which is available on our website nucleusfinancial.com.



Transferring in

If you transfer existing holdings into your Modular GIA from another source, the current provider/manager may apply a charge which could reduce their overall value.

If you sell existing assets and transfer cash into your Modular GIA, you'll be 'out of the market' and may not get the benefit of any asset growth while the transfer is being processed.

Investing your money

The value of your investments can fluctuate up and down and it's possible that you may get back less than the amount you originally invested.

Depending on the type of assets you choose to hold, there'll be different risks that will affect their value. For example:

- foreign investments are affected by changes in the rate of currency exchange
- investments in stocks and shares, or funds that invest in stocks and shares, are affected by fluctuations in the stock market.

For more information on the risks that are specific to different types of investments, please read our **Guide to Investment Risk** available on our website nucleusfinancial.com, and speak to your adviser.



Charges

If the returns on your Modular GIA investments are poor, they may not cover the level of charges you're paying, and the value of your product could significantly reduce in value over time. You should regularly review the performance of your chosen assets to check that they remain suitable for providing you with the returns you want in the future.

Compensation

Not all of your investments may be protected by the Financial Services Compensation Scheme (FSCS). The FSCS provides financial compensation to investors in the event of the failure of a financial institution. To understand how this may affect your Modular GIA, please see the 'Other Information' section of this document.

Withdrawals

The value of your Modular GIA and the amount you can withdraw is not guaranteed. Its value will depend on a number of factors including:

- what you've paid in
- how your investments have performed
- the charges that have been deducted.

The amount you can withdraw will depend on:

- the value of your Modular GIA
- whether you're able to sell your investments
- how much tax you have to pay.

High levels of inflation could also reduce the value of your GIA in real terms.

Any disinvestments you make within a Modular GIA may be liable to capital gains tax. For information on the taxation of withdrawals, please refer to the relevant **Technical Guide** which is available on our website at nucleusfinancial.com.



Questions and answers

Is the Modular GIA the right product for me?

The Modular GIA may be right for you if you're looking to:

- build capital growth
- access a wide variety of investment options
- have the option to take withdrawals at any time.

Who can open a Modular GIA?

With the help of an FCA regulated adviser, you can open a Modular GIA if you are:

- over 18,
- not a US Person or resident of the US for tax purposes, and
- not an undischarged bankrupt.

Who can make payments into the Modular GIA?

We will normally only accept payments into your GIA from you.

How much can I pay in?

There's no minimum or maximum amount you must pay into your Modular GIA.

You can make regular or occasional payments at any time and you can vary the amount and frequency of your payments in. Payments can be made by bank transfer or Direct Debit. Your product bank account details, including the required payment reference, can be found within your online account with us.

What tax will I pay?

The Modular GIA is not a tax exempt product. The tax you pay will depend on the type of investments that you hold and your personal circumstances.

At the end of each tax year, we'll provide you with a consolidated tax certificate that you'll need to refer to when doing your self-assessment tax return.

For further information on tax, please speak to your adviser.



Questions and answers - continued

Can I transfer existing investments into the Modular GIA?

You can transfer existing investments that you own into your Modular GIA. Transfer payments in the form of cash or assets other than cash (known as in-specie transfers) may be accepted, depending on the assets involved.

What is the product bank account?

Any money you pay into your Modular GIA is held in a pooled bank account in the name of our nominee company, until we receive instructions to invest from you or your adviser. This pooled bank account also holds money for other clients and is operated by us in accordance with the FCA's Client Money Rules. Your Modular GIA's individual holding is recorded in our internal records and referred to as your product bank account.

For more information on our banking arrangements, including details of any interest payable, please visit the banking page of our website nucleusfinancial.com.

What are the modules within the Modular GIA?

The Modular GIA's core investments include access to:

- our platform's range of collective investment funds, provided by leading fund managers at discounted charges
- adviser-led model portfolios
- a stockbroking service.

With the Whole of Market Module, you can hold most other types of investments allowed under HM Revenue and Customs (HMRC) rules which do not fit within the Core GIA. This can include the appointment of investment managers, off-platform assets, investment-grade gold bullion, structured products and more.

For further information on the investment options available to you, please see the **Modular GIA Permitted Investments List** on our website nucleusfinancial.com.

Questions and answers - continued

What can I invest in?

Through the Modular GIA, you can invest in a wide range of investments, including collective investment funds (such as unit trusts and OEICs) and investment trusts. You can appoint third party investment managers to make investment decisions on your behalf and you can open an account with our integrated stockbroker to buy and sell stocks and shares.

You can change investments at any time, unless an investment has restrictions. These will be covered in the literature or terms and conditions for the investment you have chosen.

What are the charges?

Full details of our charges are found in the relevant **Charges Schedule**, which is available on our website. You may pay charges to other parties depending on the investments you select. You may also pay charges to your adviser.

Our charges are deducted from your cash balance. You can set up disinvestment preferences to ensure that sufficient cash is always available to settle any charges. Alternatively, our auto-disinvestment rules let us sell certain asset types to ensure your payments remain up to date. For more information, please see our **Auto-Disinvestment Policy** on our website nucleusfinancial.com.

How can I obtain an illustration?

If you have an adviser, they'll provide you with an illustration. If not, you can generate one using your online platform account.

When can I take withdrawals?

You can make withdrawals from your Modular GIA at any time. These can be one-off or set up on a regular basis.

The time it takes to make a withdrawal may vary depending on the assets you sell to fund it. Payments are made by CHAPS or Faster Payments to an account in your name that you nominate.



Questions and answers - continued

What happens to my GIA when I die?

We'll act on the instructions of your personal representatives once they've provided us with proof of title, such as a grant of probate or letters of administration.

They may instruct us to either sell any remaining investments and pay out the cash balance, or transfer any assets held in your Modular GIA to another provider. Your Modular GIA will then be closed.

In the event of your death, your Modular GIA will form part of your estate and may be subject to inheritance tax.

Can I change my mind?

You have the right to cancel your Modular GIA. On receipt of your application, we'll send you a cancellation notice. You'll then have 30 days from receipt of this notice to tell us that you have changed your mind and wish to cancel your application.

For more details, please see the cancellation section of the **Platform Services Terms and Conditions** which is available on our website nucleusfinancial.com.

What correspondence will I receive?

We will issue:

- a cancellation notice that gives you the right to cancel your Modular GIA (unless you've waived these rights in your application)
- information to allow you to set up your access to our online portal, where you can view and manage your Nucleus products with the help of your adviser
- a quarterly valuation statement for your Modular GIA, and
- other necessary correspondence depending on the day-to-day operation of your Modular GIA.

We'll speak directly with your adviser in most instances, if you have one, unless we need to confirm something with you. This may be through the platform's online messaging system or by telephone.

All written correspondence regarding your Nucleus products will be saved in your online account, with a notification sent to you/your adviser. We may also contact you directly, for example when issuing a cancellation notice.

We don't consider standard email to be secure and so we won't normally communicate in this way, particularly if the communication includes personal information or instructions relating to your Modular GIA.



Questions and answers - continued

What other documents should I read?

You should also read the:

- relevant Charges Schedule
- Modular GIA Permitted Investments List
- Platform Services Terms and Conditions, and
- relevant Technical Guide.

These documents provide you with more detailed information on the Modular GIA, and are available from our document library at nucleusfinancial.com.

If after reading the documentation you're unclear about any aspect of the Modular GIA, or you are unsure whether it's right for you, we strongly suggest you speak to your adviser.

Other information

Financial Services Compensation Scheme (FSCS)

The FSCS is the compensation scheme for customers of UK authorised financial services firms. It provides protection to customers if these firms fail or go bust, and can compensate them if a firm ceases trading or cannot pay claims made against it.

The Modular GIA is covered by the FSCS in the event that we're unable to meet our obligations to you regarding administration of the product. The product bank account is also separately covered by the FSCS in the event of the failure of the relevant bank.

Similarly, the underlying investments within your GIA may be subject to their own FSCS protection in the event of the failure of the relevant investment provider. However, this will depend on the investments you select and you should seek further clarification from the investment provider or your adviser regarding the cover applicable to your chosen investments before investing.

For details on how we hold any money and investments, and the level of protection available, please read the guide on our website called **How your Money and Investments are held**.

For further information on the FSCS, please visit their website at www.fscs.org.uk.

Law

The information in this document is based on our current understanding of financial services regulations, and can be subject to change as tax laws and legislation may change over time.

In the event of a dispute, the law of England and Wales will apply, and by completing a Modular GIA application you'll be agreeing to this.

Making a complaint

If you wish to complain about an aspect of our service, please contact the Complaints Manager using the 'How to contact us' section on the following page.

Complaints about this product that we can't address may be referred to the Financial Ombudsman Service.

For details of our formal complaints procedure or contact information for the organisations named above, please see the **Guide to our Complaint Procedure**, a copy of which can be found on our website nucleusfinancial.com.

Making a complaint won't affect your right to take legal proceedings.

How to contact us

We can't provide financial advice, and so your adviser will normally be your first point of contact.

However, if you need help or information regarding the administration or features of your Modular GIA, you can contact us via the following:



Nucleus

Suite 202 Warner House
123 Castle Street
Salisbury
SP1 3TB



Website: nucleusfinancial.com



Telephone: 03455 212 414
Lines are open from 8:30am to 5:30pm
To help us improve our service, we may record or monitor calls.

For literature in alternative formats, such as Braille, large print, audio or E-text, please call us on 03455 212 414, or via the Typetalk service on 18001 03455 212 414.

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