

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

James Hay Wrap Charges Schedule

Charges applicable from 6 April 2025

This Charges Schedule sets out James Hay Partnership's charges for administering your James Hay Wrap (Wrap). This is a legally binding document between you and James Hay Partnership, as it forms part of your Wrap Terms and Conditions, along with your Wrap application form. There is a glossary at the end of this document to explain some of the terms used. For further information, please visit our website at www.jameshay.co.uk or call us on 03455 212 414.

The final column in each table shows when the charge will be applied:

Annually in advance - **A**
 After completion - **C**
 Monthly in arrears - **M**
 Quarterly - **Q**

Section 1 - Charges

Monthly transaction charge	Amount (£)	
Overall Wrap valuation:		
First £500,000	0.35% p.a.	
Next £500,000	0.15% p.a.	
Over £1,000,000	0.05% p.a.	M
Minimum charge	32	
(with a second Connected Wrap)	12.50	
(with each subsequent Connected Wrap)	7	

The monthly transaction charge is calculated on the overall value of your Wrap, excluding all associated bank accounts, any property cash accounts and the value of any property held with a Wrap SIPP.

It is calculated monthly from the date your Wrap was opened, and is deducted proportionately from the following bank accounts around the 8th of the following month:


- The Investment Portfolio Product Bank Account for the Wrap Investment Portfolio and Wrap ISA products (and the Wrap Offshore Bond if it was opened before 30 October 2006)
- The SIPP Bank Account for the Wrap SIPP
- The Offshore Bond cash account for the Wrap Offshore Bond.

Please see Section 2 for an example of how this charge is applied, and Section 3 for further information on the discounted minimum charge for Connected Wraps.


James Hay Wrap Charges Schedule

Investment transactions	Amount (£)	
Investment Centre transactions - buy, sell or switch (per instruction, per product)	Online: Nil Paper: 20	C
External investments - buy, sell or switch (per investment provider, per product)	Online: Nil Paper: 20	
Sharedealing transaction charge using EQi as a stockbroker (first 20 transactions per annum are included in your monthly transaction charge)	15 per transaction (after 20 transactions)	

Commercial Property held within the Wrap SIPP	Amount (£)	
UK purchase or transfer in	600 + VAT	C
Purchase charge per additional member	100 + VAT	
VAT initial registration	120 + VAT	
Mortgage arrangement charge	250 + VAT	
Purchase or sale cancellation fee	300 + VAT	
Sale or transfer out	450 + VAT	
Buy-out (with documentation changes) (without documentation changes)	600 + VAT 450 + VAT	A
Annual property charge using CBRE (first lettable unit/lease in each property) (each additional lettable unit/lease in each property)	1,352 + VAT 783 + VAT	
Annual property charge self managed by member (first lettable unit/lease in each property) (each additional lettable unit/lease in each property)	747 + VAT 641 + VAT	
Annual VAT charge (not when self managed option is selected)	142 + VAT	
Annual mortgage charge	214 + VAT	
Additional member annual charge (for each additional member)	142 + VAT	
Pre-funding expenses charge	50 + VAT	C
Property development charge (capped at £2,000 + VAT per development)	0.5% of cost of works + VAT	
Charge for failing to provide property related documentation within 90 days of the request (applicable to self managed property only)	75 + VAT	Q

 Please note that the option to self manage property is only available in certain circumstances. Please see the Commercial Property Purchase and Maintenance Guide on our website for further information.

Transfers out and closure	Amount (£)	
Administration charge - on any cash payments received after your Wrap product is closed (for example, dividends). Any balance will be forwarded to you on completion of the transaction.	Equal to the value received (maximum of £50 per payment)	C

 We do not charge for administering a transfer out. However, no charges will be refunded in part or full when a transfer out is initiated.

Important notes

Additional work

The above charges indicate the standard work involved in administering your Wrap. However, we may charge on a time/cost basis if we need to perform additional administration in exceptional circumstances. We will charge a minimum hourly rate of £150 + VAT, relevant to staff seniority and expertise.

Annual charge increases

We automatically apply increases to annual charges on 6 April each year in line with the rise in the Average Weekly Earnings (AWE) Index (or any equivalent index in the event that the AWE Index ceases to exist).

Regulatory/industry levies

If any levy or taxation is imposed on us or your Wrap, under the Financial Services Compensation Scheme or any other regulation affecting our business, we may recover an amount equal to the proportion of the levy/taxation from your Wrap product. We will give you 30 days' notice if this occurs.

Section 2 - Example

Below is an example of how the monthly transaction charge is calculated and paid, where a customer:

- Holds a James Hay Wrap with a total value of £2,000,000 (excluding property) with £500,000 in each of the Wrap Investment Portfolio, Wrap SIPP, Wrap ISA and Wrap Offshore Bond products.

Monthly transaction charge calculation	(£)
First £500,000 at 0.35%	1,750
Next £500,000 at 0.15%	750
Balance of £1,000,000 at 0.05%	500
Total charge per annum (to be divided by 12)	3,000
Total (per month)	250

How the charge is allocated	(£)
25% from the SIPP Bank Account	62.50
50% from the Investment Portfolio (IP) Product Bank Account (for the IP and the ISA)	125
25% from the Offshore Bond cash account	62.50
Total (per month)	250

For illustrative purposes only

Section 3 - Questions and answers

How do these charges get paid?

We automatically deduct charges from the bank accounts associated with your Wrap, and do not send invoices when charges are due.

If there is insufficient cash available when charges become due, at our discretion, we may sell investments within your Wrap to pay charges.

It is therefore important that you and your financial adviser regularly monitor the balances of the bank accounts associated with your Wrap to ensure there is sufficient cash available to pay any charges that are due.

Are there any other charges that I need to consider?

Depending on your investment choices, you may incur charges from investment managers, stockbrokers and fund managers, including where a model portfolio is held. If you invest in commercial property, you may incur solicitor or property manager fees. Your financial adviser may also take a charge for their services, which they will agree with you. Value Added Tax (VAT) may be applicable to these charges.

Third parties may take their charges from cash they hold on your behalf, if applicable, or they may be paid from the bank accounts associated with the Wrap product.

Can I use the bank accounts associated with my Wrap as investments?

Your bank accounts are not suitable investment vehicles, as they are primarily designed for holding cash over short periods whilst your investments are being made, or your benefits or charges are being paid.

What rate of interest is paid on my bank account(s)?

Money held in your product bank account attracts interest. The rate of interest we receive from our banking arrangements is higher than the rate paid for your product's cash balance, due to the total amount we hold with them. We keep the difference as retained interest.

Retaining interest helps us to keep our charges low, increase investment in our technology and provide higher service levels. The rate of interest we pay will change from time to time, and the current rate you are receiving can be found on the banking page of our website at www.jameshay.co.uk/bankaccounts.

Am I eligible for a discounted minimum charge?

You may be eligible for a discounted minimum charge if an individual legally connected to you (for example a family member, spouse, civil partner or business partner) holds or opens a James Hay Wrap. Please note however, that if you cease to be legally connected to the individual (for example following divorce or the death of the individual), then the discount will no longer apply. Please contact us for further information.

You can find more information on the James Hay Wrap products by visiting the literature pages on our website at www.jameshay.co.uk, or by contacting us on 03455 212 414.

Glossary

Associated bank account(s)	The bank account connected to the relevant product within your Wrap, including the Investment Portfolio product bank account, the SIPP bank account, the ISA product bank account and the Offshore Bond cash account.
Connected Wrap	A Wrap which is held or opened by an individual legally connected to you, such as a family member, spouse, civil partner or business partner.
Investment Centre	Our in-house platform that gives you access to a range of 3,700 collective investment schemes from leading fund managers, provided on discounted terms.
Investment manager	For your Wrap Investment Portfolio or Wrap SIPP, you can instruct us to open an account with a UK based and FCA authorised investment manager. The investment manager can buy and sell investments, including those traded on a stock exchange, and they will hold those investments for your Wrap product in their custody. They can be appointed on an execution-only, advisory or discretionary basis. Please see our website for further information.
Online	Investment instructions are considered to be 'online' where they are placed via your James Hay Online account for Investment Centre trading, or are sent attached to a secure message from your James Hay Online account for non-Investment Centre trading.
Stockbroker	You can instruct us to open an account with a UK based and FCA authorised stockbroker. You can then instruct them to buy and sell investments that are traded on a stock exchange, and they will hold those investments for your Wrap product in their custody. The James Hay Wrap offers access to the EQi service, or you may be able to appoint a different stockbroker for your Wrap Investment Portfolio or Wrap SIPP. Please see our website for further information.

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)



Charges schedule

Modular iSIPP, Modular ISA, Modular GIA and Modular Offshore Bond

This document sets out our charges for administering your Nucleus products, and forms part of your terms and conditions. Please note that it doesn't include any third party charges that may also arise.

Annual charges	Amount
Platform charge - Based on the value of these assets in your Modular iPlan products: <ul style="list-style-type: none"> Platform funds (including those in model portfolios) On platform exchange traded investments Fixed term deposits and notice accounts <p>Whole of market investments and assets held in Investment Manager accounts and EQi/ Stocktrade stockbroker accounts are considered off-platform, and therefore are not included in the platform charge calculation.</p> <p>An additional 0.15% p.a. charge applies to customers holding an Offshore Bond, based on the value of assets in the Offshore Bond only (excluding any cash held in the product bank account or cash held in model portfolios in the Offshore Bond).</p>	First £500,000 0.27% p.a. Next £500,000 0.175% p.a. Over £1 million 0.05% p.a. (payable monthly)
Whole of Market module	£300 + VAT
Specialist Investments module	£500 + VAT
Commercial Property module	£350 + VAT
Investment Manager account - The Whole of Market module charge will also apply	£85 + VAT
Stockbroker account - Only applicable to existing EQi and Stocktrade accounts	£150
Income drawdown charge - applies once benefits have started, even if no income is taken	£186 + VAT

Other charges (payable upon the event)	Amount
Exchange traded investments (ETI) - Excluding those held in model portfolios, investment manager or stockbroker accounts (see the Important notes section for further details)	0.035% (£3.50 minimum)
Trading of whole of market investments (excluding investment manager accounts) - including instructing a regular transaction	£40 + VAT
Offshore Bond set up	£100
Post-closure administration - If payments are received after the product has been closed	Equal to the value received (£50 maximum)
Additional work - Discretionary charge on a time/cost basis for exceptional administration	£150 + VAT per hour (minimum)

SIPP commercial property charges (in addition to the commercial property module charge)		Amount
UK purchase or transfer in		£800 + VAT
Annual property charge using our property manager	First lettable unit/lease per property	£1,500 + VAT
	Additional lettable unit/lease per property	£750 + VAT
Annual property charge self-managed by member	First lettable unit/lease per property	£1,100 + VAT
	Additional lettable unit/lease per property	£650 + VAT
Annual mortgage charge		£200 + VAT
Additional member annual charge (per each additional member)		£140 + VAT
Sale or transfer out		£500 + VAT

Important notes

- The platform charge is calculated daily, and then deducted proportionately from the product bank account(s) each month.
- Our charges are deducted from the product bank account when due, so please ensure you have enough cash available to cover these charges. If not, we may automatically sell eligible assets to cover these charges. Please see the **Auto-Disinvestment Policy** on our website nucleusfinancial.com for more information.
- Annual charges are due on each anniversary of the date that you first opened a product with us. Annual commercial property charges (excluding the module charge) are due on the anniversary of the date that the product purchased the property.
- The current applicable rate of VAT is 20%.
- Charges for ETIs are payable for each trade. A trade is a buy or sell in an individual ETI. Stamp Duty Reserve Tax (SDRT) may also be payable on ETI purchases.
- No applicable charges will be refunded, in part or full, should you cease to use a particular service or close a product, and any charges accrued will also remain payable.
- Please read our **Cash Interest Policy** on the **Banking** page of our website for details of interest that may be payable on your product bank accounts. This includes details of the interest we retain and why we do so.
- Our annual charges (excluding the platform charge) increase on 6 April each year with the rise in the Average Weekly Earnings (AWE) Index. Please see your **Platform Services Terms and Conditions** for more information.

Example scenarios (for illustrative purposes only)

Modular iSIPP

Below are examples of the typical charges that would apply where a customer:

- Has a Modular iSIPP with a value of £250,000 held with an Investment Manager

Ongoing charges (per annum, including first year)	(£)
Investment Manager account charge	85 + VAT
Whole of Market module charge	300 + VAT
Total	462 (including VAT)

Below are examples of the typical charges that would apply where a customer:

- Holds a Modular iSIPP with £250,000 invested in platform funds
- Goes into flexi-access drawdown for part of their SIPP fund

Ongoing charges (per annum, including first year)	(£)
Platform charge (based on £250,000 at 0.27%)	675
Income drawdown charge	186 + VAT
Total	898.20 (including VAT)

Modular iSIPP, Modular ISA and Modular GIA

Below are examples of the typical charges that would apply where a customer:

- Has a Modular iSIPP with a value of £250,000 held in platform funds
- Transfers in £100,000 in cash from another ISA provider to the Modular ISA and invests in platform funds
- Opens a Modular GIA and invests £250,000 in platform funds

Ongoing charges (per annum, including first year)	(£)
Platform charge (based on £500,000 at 0.27% + £100,000 at 0.175%)	1,525
Total	1,525


Modular iSIPP and Modular Offshore Bond

Below are examples of the typical charges that would apply where a customer:

- Transfers in £200,000 in cash from another pension provider to the Modular iSIPP
- Invests £150,000 in platform funds and £50,000 in Exchange Traded Investments (ETIs)
- Opens a Modular Offshore Bond and invests £100,000 in platform funds

Initial charges	(£)
SIPP - ETI transaction charge (based on £50,000 at 0.035%)	17.50
Offshore Bond - set up charge	100
Total	117.50

Ongoing charges (per annum, including first year)	(£)
Platform charge (based on £200,000 at 0.27% + £100,000 at (0.27% + 0.15%))	960
Total	960

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