



## Instruct an Ad-hoc GIA/ISA Withdrawal

Single withdrawals can be instructed on the platform. Payments are made by BACS which will arrive with the client in three working days. Where sales are needed for a withdrawal however, the platform will send the instruction as soon as the trades are priced, so the payment will still be with the client in three to five working days, even when needing sales to fund it.

YOUR ISAs are Flexible ISAs.

There are two approaches you can use for a withdrawal. The first option will guarantee the withdrawal amount is paid out but when sales are needed to raise the cash will leave a 'buffer' in cash which you may want to reinvest. The second option will raise cash based on an exact number of units but may then send the client a slightly different amount due to market movements.

### Step by step – option 1

- Access the account in question on the platform from either the 'Accounts' section with the 'Clients' option, or from within the client record
- Click 'Account actions' at the top right and select 'Withdraw' from the options, you will then be presented with the withdrawal screen
- For 'Withdrawal type', click the button to select 'Single'
- Enter the amount
- There is a warning to ensure you are aware of cash for fees. The platform will sell automatically for regular withdrawals and for fees. If you withdraw this cash shortly before they are paid it may delay the payments.
- Where there is sufficient cash for the payment, it will not trigger sales. Where there is not, it will trigger an auto disinvest
- Select to either auto disinvest by proportion or from the largest holding, for models the default should be to sell proportionally.
- Click the 'Review' button and if happy press 'Submit'
- Any required sales will be placed to raise the amount **plus a 10% buffer to allow for market movements**
- Once cash is available, or any required sales have the price confirmed, the withdrawal is sent via BACS
- The client will receive an email notification as well as a confirmation the withdrawal has been placed in their messages on the platform



- The buffer amount will remain in cash and so depending on the circumstances you may want to reinvest this cash now.

### **Step by step – option 2**

- This approach can only be used when you need to raise funds from sales to fund a withdrawal. It avoids additional sales to fund a 'buffer' from market movements but will instead pay a slightly variable amount out to the client based on the fund price movements.
- Access the account in question on the platform from either the 'Accounts' section with the 'Clients' option, or from within the client record
- Click 'Account actions' at the top right and select 'Sell' from the options, you will then be presented with the withdrawal screen
- You can choose how to raise the funds, either proportionally across all funds held (the suggested approach for MPS investments), a 100% sale of all funds (a full withdrawal) or bespoke (where you can choose the funds to sell below
- Enter the amount(s) as required by your chosen sale type (n/a for a full sell down, a single amount for proportional, a bespoke selection for bespoke)
- Below the resulting sales to be made there is an option to 'Assign sale proceeds'. Select 'Withdraw'
- Click the 'Review' button and if happy press 'Submit'
- The suggest sales will be placed based on the calculation units in this process
- Once the sales have the price confirmed (normally the morning following the trade point), the withdrawal is sent via BACS
- If the fund moves up or down in price the client will receive the corresponding amount in their withdrawal
- The client will receive an email notification as well as a confirmation the withdrawal has been placed in their messages on the platform