

# Tax Year End FAQs

How to avoid delays by steering  
clear of common pitfalls



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## Q: What are the key deadlines for tax year end?

Check out our [key dates document](#) to find out about all the deadlines for payments, transfers and withdrawals this tax year on the Wealthtime Classic platform.

**Please note:** For third party product wrappers (for example, the Canada Life Offshore Bond) please check directly with the provider to find out any deadlines or restrictions they may have. We recommend submitting any requests as early as possible to allow as much time for any additional processes to complete.

## Q: How can I see my clients' remaining ISA allowances?

- From the online platform you can view a report under 'dashboard', then the 'clients' category.
- The report is name 'ISA subscriptions available' and can be found on the right of the screen.
- Run the report to see your clients' unused ISA allowances.

## Q: What payee details should be on a cheque?

Please make cheques payable to Wealthtime Limited Client Account.

## Q: What are the bank details for payments?

Account number	Sort code	Payee name
60417300	20-57-40	Wealthtime Limited

Please ensure clients are using their individual roll numbers when making payments. A report for all your clients roll numbers can be found online under 'dashboard', 'clients' and then 'product roll numbers' on the right hand side.

If money is intended for multiple products, payments should be sent separately.



## **Q: If I have a new client or want to set up a new product, do I need to submit an application before a payment is made?**

Yes, please make sure you submit the application before your client sends the money. If we receive a payment before the application is submitted, we're unable to apply the money.

Please remember all applications for new and existing clients need to be received by **5pm on Monday 23 March**.

For help with applications please contact our Customer Services Team.

## **Q: What information should be included with a payment?**

Please make sure your clients quote their roll number on all payments they send. When roll numbers are quoted it means we're able to automatically match the funds, and this makes the process much quicker.

If we receive a payment without a reference or client information and it's not clear where it should be applied, this could cause delays or mean we're unable to apply the payment.

## **Q: My client needs to make multiple payments – how should they do this?**

Often, clients have banking limits which mean they need to send payments over several days. We will automatically allocate these monies to the intended product if the roll number has been provided, so there is no need to notify us of this.

## **Q: Do client bank accounts need to be verified before withdrawal payments can be made?**

Yes, we need the bank account to be verified before we can send out a withdrawal payment. Please see below a few ways this can be provided to us.

- Client Secure Message
- Benefit Payment Form
- New Application
- Original bank statement/void cheque
- Certified bank statement/void cheque scanned and sent by IFA

Unfortunately, we are also unable to accept secure messages from advisers with client bank details, however a certified copy of a bank statement attached to a secure message is acceptable.

**Please be aware if we are unable to gain a full match on our internal verification, we will request further evidence. This cannot be the same evidence that we originally received.**



## **Q: How do I find out if an account is verified?**

If you wish to see this information for individual clients, you will need to go to the 'payments' tab under the specific client.

Under this tab you will need to select 'payments out' on the left-hand side.

If the bank account is visible, the details have been verified.

## **Q: Can you make a payment to my client while trades are still pending?**

A withdrawal can only be paid once pending trades have settled and the funds are in cash. This means that all fund switches must be fully completed before the client can receive payment, so you will need to leave plenty of time to ensure this happens. Please bear in mind that the deadline for submitting instructions for income and regular disinvestments for payments due for the 1 April is **Wednesday 18 March** and the deadline for Bed and ISA and all other internal payments is **Friday 27 March**.

## **Q: Do I need to complete a Benefit Payment Form for each new tax-free cash or income withdrawal?**

No, if the client is already in drawdown and they have sufficient crystallised funds, we simply require a secure message. If they require further funds to be crystallised, the below rules will apply.

If the client has taken tax free cash in the last year and has already declared whether they wish to use a Transitional Tax-Free Certificate Application Form (TTFAC), we do not require a Benefit Payment Form.

We only require a form if the client has not taken tax free cash in the last 12 months.

However, we do not require the original and this can be sent to us via secure message or completed via Adobe Sign.



## Q: How can I see when the next auto-rebalance is due on model portfolios?

To see when auto rebalancing is next due on your client's account:

1. First select the relevant client and then trade.
2. Next you will need to click on model portfolio under the table.
3. The next rebalance date for each of the clients products will then be available, along with the option to perform an ad hoc rebalance by clicking the rebalance button.

## Q: How do I submit a Bed and ISA from an individual GIA?

You can submit this through the 'payments tab', when selecting GIA on the left and then 'payments out' where the destination product of the ISA will be available. Here you will also be able to see if the client is eligible to subscribe, how much is available and if they have any flexible replacement.

This is the same process from a joint GIA.

**Please note this payment will not be made if the ISA is not eligible or the GIA has insufficient funds.**

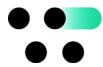
## Q: Can my client pay in £40,000 for an ISA investment for both the 25/26 and 26/27 tax years?

We record the monies from the time they reach our bank account. This means that if we receive £40,000 on 1 March 2026 from a client, we can only allocate £20,00 to the 2025/2026 ISA.

If a payment for two years of ISA subscriptions is received, then we will apply £20,000 to the client's ISA for the 25/26 tax year and the remaining £20,000 to the client's GIA as cash or if the client does not hold a GIA, the monies will be returned to the client's source account.

You can then move the money from the GIA to the ISA via Bed and ISA from 7 April 2026. This can be set up in advance by inputting a forward dated payment out to the ISA via the payments tab on the client.

Where possible we recommend a client to wait until the new tax year to send money.



## Q: How can I generate capital gains reports?

From the online service home page, select 'tools' and then 'Capital Gains Analysis' on the left-hand side. This will provide you with an option to view a bulk report. If you wish to view at a client level, this can be completed by selecting a client, 'tools' and then 'Capital Gains Analysis' on the left.

The reports allow you to generate unrealised and realised gains reports. The scenarios section allows you to look at potential capital gain implications of sales.

It is possible to offset potential gains against realised losses between spouses.

If it is right for your client, you can move the assets, in-specie, into the spouses GIA with the losses and sell down the assets when in the new GIA to crystallise these and maximise use of the CGT allowance.

To request interspousal transfer of assets, please specify in a secure message the assets you would like to be transferred, number of units and detail the clients involved. Tax Year End specific requests will need to be received by 27 March 2026.

If you require this document in an alternative format please contact us.

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