

# Tax Year End FAQs

How to avoid delays by steering  
clear of common pitfalls





### 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 platform.

**Please note:** For third party product wrappers (for example, the Novia Offshore Bond provided by RL360) 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 Adviser Zone home screen, select Report Zone.
- Under 'Reports about Clients/Wrappers', select the report named 'Remaining ISA Subscriptions in the Current Tax Year'.
- Run the report to see your clients' unused ISA allowances.

**Please note:** If an investor has made ISA contributions off-platform (for example, into a LISA), it may not be factored into the report.

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

Please make cheques payable to Novia Financial and ensure the wrapper number is clearly written in the back. Please note: Monies must be cleared in our account before we carry out investment instructions.

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

We have three separate bank accounts for different wrapper types:

Wrapper type	Account number	Sort code	Payee name
Pensions and Gross GIAs	83689050	40-05-30	Novia Gross Nominee
ISAs	13688941	40-05-30	Novia ISA Nominee
Single or Joint GIA's	43689026	40-05-30	Novia Net Nominee

Please make sure your clients are sending money to the correct bank account for the wrapper type. If in doubt, you can find the correct payment details in the documents section of a top-up/new wrapper submission. **Please also make sure the payee name is listed as Novia Financial plc (not Wealthtime).**

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



### Q: Do I need to submit an application before a payment is made?

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

To check the status of applications on Adviser Zone, go to the Investor Summary Screen where you can see details of submitted applications and pending applications.

For help with applications please contact our Client Services Team

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

Please make sure your clients quote their wrapper number or their National Insurance number on all payments they send. When wrapper 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: What happens if payments are sent to the wrong bank account?

If money is received into the wrong bank account, or we receive one amount, but the payment is intended to be allocated across multiple wrappers, we'll need to find out where the money was intended to go before we can move it.

Please note this can take several days and so to avoid delays making sure the correct bank details are used and payments are made separately if intended for multiple wrappers.

### 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. When this happens, we can hold the money and then apply it in one amount once it's all been received. Due to CASS rules, we can only hold money for eight days before we need to send it back to the sender, so bear this in mind if a client's banking limits will take them over this eight-day limit.

Alternatively setting up multiple expectations, under one top up amount will allow money to be applied automatically.

To do this, within investment types, select the relevant type, such as 'a single investment' and you'll then see the option to 'add another investment'. We recommend submitting the expectation in a way that matches the way the payments will be made.

To monitor how much money we've received go to the Investor Summary and Status Updates. From here you can click to view the details and read any comments.



### 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.

#### For pensions

Pension withdrawals are done on a Pension Withdrawal Application form, which needs to be sent to us by secure mail. At the point you are aware a client requires to withdraw from their pension please use Adviser Zone to add client bank details. If a request is submitted to pay out to an unverified bank account, we'll email you to let you know that you need to verify the account before any payments can be made.

#### For GIAs and ISAs

For GIAs and ISAs - You will need to add bank details in the clients account in Adviser Zone prior to processing an Online Withdrawal.

If there are no verified bank details when starting the online withdrawal process, the journey will ask you to add and verify bank details, where it doesn't verify immediately, you will be unable to continue with the online withdrawal process, until the bank account has been verified.

Should you need to place sales for the withdrawal, you could at this stage, whilst bank details are being verified, place a switch to start sales for available cash.

Both scenarios are likely to cause delays, so make sure the bank account is verified before requesting the payment. For more detailed bank verification information please take a look at our [Bank Verification Guide](#).

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

If you wish to see this information for individual clients – go into Adviser Zone, find the client, from the investor summary screen, click maintenance, and then click investor details, and the information is on this page

If you wish to find this information for all of your clients at once - use the bank verification report in Report Zone. From the Adviser Zone homepage, go to Report Zone, then from the 'Reports about Clients/Wrappers' drop down, select 'Bank Verification' and run the report. For more detailed bank verification information please take a look at our [Bank Verification Guide](#).

### 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. If you use the sell-for-withdrawal option, this will block any potential rebalances until the withdrawal has been paid. Please bear in mind that the deadline for submitting instructions is Thursday 12 March.



### Q: Do I need to complete a pension withdrawal application form for each new pension withdrawal?

Yes, please make sure you submit a pension withdrawal application form for each new pension withdrawal. You can download the pension withdrawal application form from the secure literature area of Adviser Zone. Please remember to open this form in Adobe.

If we receive a pension withdrawal application but the form is incomplete, we'll email to let you know what we need. This is likely to create a delay.

If the payment is residual, then drop us a secure message confirming that we are to pay as per the previous instruction.

### 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, which will take you through to their investor summary
2. Then select 'view' on the relevant wrapper, which will take you through to the wrapper summary.
3. On the wrapper summary page, select the maintenance tab and select wrapper details from the dropdown.
4. This page will allow you to see if there is any auto rebalancing in place on the client's wrapper, the frequency and the date the wrapper will next be rebalanced.

**Please note:** this would not include any rebalance submitted on an adhoc basis via Model Portfolio Manager.

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

You can submit this through a top up in the ISA. Sales in the GIA can be requested via this top up journey and cash will be moved to the ISA once settled. For more detailed information please take a look at our [How to complete a GIA to ISA transfer guide](#).

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

You can submit this through a top up in the ISA. Trades cannot be requested via this journey. Instead, you'll be required to place a 'sell for withdrawal' in the joint GIA. If both owners of the joint GIA are performing Bed and ISAs, please place one 'sell for withdrawal' to raise sufficient cash to cover both. This is because once the sale of an asset is requested, you won't be able to place further sales until the original sale has settled. Please send a secure email requesting the required amount is moved from GIA wrapper number 'XXXXXX' to ISA wrapper number 'XXXXXX'.



### Q: Can my client pay in £40,000 for an ISA investment for both the 2025/2026 and 2026/2027 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 2025/2026 tax year. The remaining £20,000 would need to go into the client's GIA as cash but please note you will need to submit a top up application for the GIA.

You can then move the money from the GIA to the ISA via Bed and ISA from 6 April 2025.  
Please note: charges will still be taken, even if the GIA was just in cash.

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

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**Please note:** charges will still be taken, even if the GIA was just in cash.

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 Adviser Zone home page, select 'Research Tools' then 'Capital Gains Calculator'.  
If using a paraplanner login, please remember to select an adviser before searching for the investor.

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

If you have re-registered assets in, then ensure book costs have been updated. This can be done under the historical cost base section.

### Q: Where can I find tax vouchers?

A consolidated tax voucher will be generated as part of the first quarterly statement of the tax year and found on the last page of the statement pack. These can be found in the documents section of the investor summary screen on Adviser Zone.

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

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