CLIENT WITHDRAWALS
Guidance and Checklist

Overview

Client withdrawals can be requested on the platform, while providing a clear audit trail, without the need for emailing or phone calls.
As soon as a withdrawal is keyed on the platform, this is taken into account in any client trading activity, ensuring that withdrawals, and any required asset sales happen as quickly as possible. It also ensures that where cash is available for a withdrawal, it becomes ring-fenced and is not automatically traded into investments.

Audience

This document is intended for **Advisers** and **Account Providers** and **Support Staff**, including those with the **Client Manager** role.

Requirements

Withdrawal requests on behalf of a client can be made by either the:

- Appointed **Adviser** of the client; or
- Someone with the **Account Trustee** role of the Account Provider

If you do not have the above role you will not be able to view some the options/buttons/pages required to follow the steps below. Please contact your Organisation Manager who will enable this role for you. If you do not know who your **Organisation Manager** is, feel free to contact us at clientservices@platform1online.com

Steps

1. Navigate to chosen client Account and select **Withdrawal**, then click **Request a One-off Withdrawal**
2. Input withdrawal amount in **Withdraw Specific Amount** box. Alternatively, to disinvest the entire account, tick the **Disinvesting entire account** (This will trigger the sell of all assets and once settled, the entire cash amount will be withdrawn, and the account closed)
3. Input a **Reason for Withdrawal** and if required complete the **Preferred Transaction Reference** (If this is left blank, the default payment reference will be used)
4. Tick the Agreement box and click **Request Now**
5. The next page will show you a summary of the input for the withdrawal. This would have to be approved by the Adviser and they would have to input their FCA registration number and tick the Agreement Box.
6. Finally, click **Add Disinvestment Instructions **

Timeline

Once approved, the payment will be actioned the following working day. Withdrawals are always sent as a BACS payment.

Contact Us

If you would like to learn more, please get in touch.

Call us on 0330 123 9830

Lines are open 8.30am to 5pm, Monday to Friday. As part of our commitment to quality service and security, telephone calls may be recorded.

Email us at investing@tavistockplatform.com

We aim to provide an initial response to your query on the same working day.

By post

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