

The smart investment platform



# Processing a Withdrawal

User Guide

# Overview

Processing a withdrawal payment from a GIA account is a straightforward process comprised of the following steps.

Appropriate withdrawal form completed	<ul style="list-style-type: none"><li>• Client signs <b>'Withdrawal Instruction – Client'</b></li></ul> OR <ul style="list-style-type: none"><li>• If client has previously signed a <b>'Withdrawal Authority'</b> authorising the adviser to request withdrawals on their behalf, adviser completes <b>'Withdrawal Instruction – Adviser'</b></li></ul>
Adviser uploads the completed form via the Secure Mail facility	<ul style="list-style-type: none"><li>• Novia Global carries out AML checks and verifies the instruction.</li><li>• Additional documentation may be requested to verify the signature or bank account.</li></ul>
Instruction processed by Novia Global Limited Client Services	<ul style="list-style-type: none"><li>• If there is not sufficient cash available in the Client's product cash facility to pay the withdrawal, Novia Global will contact the adviser to place trades online to sell down funds.</li><li>• For a full withdrawal, Novia will automatically place the trades to sell all funds.</li></ul>
Withdrawal paid to nominated bank account	<ul style="list-style-type: none"><li>• Payment is made once any trades have settled and sufficient cash available.</li><li>• Payment typically reaches a client bank account within 10 working days.</li><li>• A withdrawal statement will be made available within the Documents folder online.</li></ul>