

# Why is cash account under investment details greyed out?

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Cash account section in investment details will be greyed out until 'Cash Account' feature is selected from the platform features tab on the left hand side. This will then allow you to select from the three options - provider set default option, user selected £ amount or user selected % of the total investment amount.

The screenshot displays the Synaptic Software interface. On the left, a navigation menu lists various investment categories: Platforms, ISA, Retirement, SIPP, PP, Existing Plan, Bonds, Onshore, Offshore, Funds, GIA, and ISA. The 'Platforms' section is expanded, showing a 'Synaptic Comparator' with 26 platforms selected and 27 available. The main content area is titled 'Platform Features' and includes a search bar, a list of 227 available products, and a list of features. The 'Cash account' feature is selected, indicated by a checkmark. To the right, an 'Availability' table shows the status of the 'Cash account' feature for various platforms, all of which are marked as available with green checkmarks.

Platform	Cash account
AEGON	✓
AJBell Investcentre	✓
ALLIANCE TRUST SAVINGS	✓
ascentric	✓
ascentric	✓
AWALON	✓
	✓