



Charter Savings Bank
Cash ISAs



Welcome to Charter Savings Bank

Thank you for choosing us to look after your Cash ISA.

Please read this leaflet and keep it in a safe place as it contains information that will help you manage your account. We've tried to keep things brief and provide key information here, however there's more information on the FAQ (Frequently Asked Questions) page which you will find in the Help section on our website at chartersavingsbank.co.uk.

ISAs – a brief explanation

What is an ISA?

An ISA (Individual Savings Account) is a tax efficient way of saving or investing, as you don't pay tax on the interest earned on cash in an ISA, or on income or capital gains from investments in an ISA.

All UK residents aged 18 or over can open an ISA. The amount you can save is confirmed by the Government in advance of each new tax year (which starts on the 6th April each year).

There are different types of ISAs available. However, here at Charter Savings Bank, **we only offer Cash ISAs.**

Cash ISAs are similar to our other non-ISA savings accounts, but the interest earned is tax-free and does not affect your Personal Savings Allowance.

The Personal Savings Allowance is the amount of interest you can earn on your savings before having to pay income tax on it. See our Personal Savings Allowance information sheet on the Useful Documents page on our website for further information.

For the current tax year, the maximum deposit you can make into an ISA is £20,000. You can choose to split this between Stocks & Shares ISAs, Cash ISAs, Innovative Finance ISAs, Help to Buy ISAs and the Lifetime ISA (although there's a limit to how much you can deposit in to the last two. For example, you can only put £4,000 in the Lifetime ISA each year).

Important

Our Cash ISAs are not Flexible ISAs. This means you cannot withdraw money you added to your Cash ISA in a particular tax year and replace it in the same tax year without that counting towards your ISA allowance.

If you reach your Cash ISA limit, you'll need to wait until the beginning of the next tax year before you're able to make any further deposits.

Why choose a Cash ISA?

Cash ISAs enable people to earn tax-free interest on their savings without affecting their annual Personal Savings Allowance.

The tax treatment of ISAs may be subject to change in the future and is based on your individual circumstances.



Our Cash ISAs

Our Cash ISAs

With competitive rates of interest across the range and the ability to save up to £20,000 in the current tax year, now's a good time to open a Cash ISA with us.

To make sure it's right for you, visit the Cash ISA page on our website and read the key product details and 'Is it for me?' sections, the General Savings Conditions, and the Summary Box in the 'Find out more' section. The specific conditions for the Cash ISA can be found on the Key Features & Summary Box document provided when you start your application.

Mix & Match ISA

At Charter Savings Bank we offer a Cash ISA platform called the Mix & Match ISA.

With our Mix & Match ISA you don't have to put all of your annual allowance into one ISA product at the same time.

For example, you could open an Easy Access Cash ISA with £5,000 and then the following month deposit £10,000 in a 1 Year Fixed Rate Cash ISA product. If you have more money available you could open a third Cash ISA product with us using the remaining £5,000 of your annual allowance.

The types of Cash ISAs you can open will depend on the products we have available at the time.

Making a payment or transfer

Paying into your Cash ISA

You can pay into your Cash ISA in any of the following ways:

- Electronic transfer from your Nominated Account (the same UK bank or building society account you provide when you apply).
- Transfer from an existing Charter Savings Bank account (subject to the individual conditions of that account).
- Transfer from your existing ISA provider.

There are a few important points to note before you make a deposit into one of our Cash ISAs:

- You can save anything from £5,000 up to the annual Cash ISA allowance of £20,000.
- You have 30 days from the date of your application to make a deposit into your Cash ISA. If we don't receive funds within this time, we'll assume you no longer require the account and will close it.
- For Fixed Rate Cash ISAs, no further deposits are allowed 30 days after the date of your application.
- With our Notice and Easy Access Cash ISAs, you can add to your savings at any time but subject to the annual Cash ISA allowance mentioned above.

How to transfer funds from your Nominated Account

Simply tell your bank or building society that you would like to make an electronic payment from your Nominated Account and provide them with the following information:

- Our Account Number: 83495248
- Our Sort Code: 20-19-90 (we partner with Barclays Bank to provide this service)
- Payee: Charter Savings Bank
- Reference: your 7 digit account number and Surname

Please ensure your bank or building society correctly quotes your reference; without this we may not be able to allocate your savings to your account and may have to return it without interest.

How to transfer funds from an existing Charter Savings Bank account

You will need to log in to our online banking service at chartersavingsbank.co.uk, where you will find a list of all your Charter Savings Bank accounts. Then select Account Options for the product you wish to make the transfer from, then select the 'Make a transaction' option and select the amount and account you wish to make the transfer to.

How to transfer an ISA from another ISA provider

You can transfer your Cash ISA or Stocks & Shares ISA from a different provider into your Charter Savings Bank Cash ISA.

You may wish to 'transfer in' current or previous tax years' Cash ISA subscriptions from another ISA provider.

You must contact us to arrange the transfer on your behalf - please do not withdraw your savings yourself, as you will lose all of the tax benefits for the amount withdrawn.

You can indicate if you wish to 'transfer in' from another ISA provider when you open your Cash ISA with us. Alternatively you can download a transfer form from our website.

Before you request a transfer, please check the terms and conditions of the Cash ISA you're transferring from, **as there may be restrictions or charges that apply.**

When we receive your transfer request, we will contact your current ISA provider to arrange the transfer.

Please allow up to 15 working days for a Cash ISA transfer to be completed. It can take up to 30 calendar days for a Stocks & Shares ISA transfer.

For your peace of mind, we'll contact you as soon as the transfer is complete.

If you're transferring your current ISA subscription to another provider, this must be made in full. You can transfer your previous years ISA subscription either partially or in full.



Making withdrawals and transfers

You can make a withdrawal from your Cash ISA and send it to your Nominated Account, or another account you hold with us, or you can transfer it all to another ISA provider.

How to make a withdrawal to your Nominated Account or another Charter Savings Bank account

Please log in to our online banking service at chartersavingsbank.co.uk, where you'll find a list of all of your Charter Savings Bank accounts.

Select Account Options for the account you wish to make the withdrawal or transfer from followed by 'Make a transaction'.

How to transfer to another ISA provider

You can transfer your existing Cash ISA to another ISA provider at any time by contacting them and asking to make an ISA transfer.

Don't forget to confirm to your new provider the Account Number(s) for all the accounts you wish to transfer.

If you're transferring your current ISA subscription to another provider, this must be made in full. You can transfer your previous years ISA subscription either partially or in full.

Important – charges may apply

At the end of any fixed rate or notice period, a charge (by way of loss of interest on the amount withdrawn) may apply.

Please refer to the relevant Key Features & Summary Box document for further details.

If you make a withdrawal to your Nominated Account, or transfer to an account which is not an ISA, the amount withdrawn will lose any tax benefits and cannot be reinstated into your Cash ISA later in the same tax year without impacting your annual ISA allowance for that tax year.

If you experience any difficulty requesting a withdrawal or transfer to another account with us, then please call us on 0800 032 999 and we'll investigate for you.



Changing your mind

Can I change my mind?

Plans can sometimes change, so if you decide within 14 days of opening your Cash ISA that it's not right for you and you'd like to cancel it, please call us on 0800 032 9999 or send a secure message from your online account, and we'll close your account and return your savings as well as any interest you've earned.

Please see the Points to Note in the Key Features & Summary Box document for more information.

Financial Services Compensation Scheme



Protected

Your eligible deposits held by a UK establishment of Charter Savings Bank are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit protection scheme.

Any deposits you hold above the limit are unlikely to be covered.

For further information visit www.fscs.org.uk

Contact us

If you'd like to talk to us about your existing account or any of our other savings accounts, we'd love to hear from you. Please get in touch in any of the following ways:

Telephone

Call us on **0800 032 9999**.

8am to **8pm** from Monday to Thursday
8am to **6:30pm** on Fridays
9am to **5pm** on Saturdays
10am to **4pm** on Sundays

All calls with us may be monitored/recorded to improve the quality of our service and for your protection and security.

Secure message

If you're an existing customer, log in to your account and send us a secure message.

Email

If you're not an existing customer, you can contact us by email at **info@online.chartersavingsbank.co.uk**. Please be aware that this is not a secure channel and therefore personal details should not be included in emails sent to this address.

Post

If you'd like to write to us, or need to send extra information, please use the following address:

Charter Savings Bank
 PO Box 855
 Wallsend
 NE28 5BL

If you have any important or original documents to send to us, you might also want to send them by Special Delivery for your own peace of mind.

We can provide literature in large print, Braille and audio. Please ask us for this leaflet in an alternative format if you need it. If you require any additional support with managing your account, you can contact us either by phone, in writing or by visiting chartersavingsbank.co.uk/help/additional_support for more information.

chartersavingsbank.co.uk

Charter Savings Bank is a trading name of Charter Court Financial Services Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Firm Reference Number 494549). Registered in England and Wales with company number 06749498. Registered office: 2 Charter Court, Broadlands, Wolverhampton WV10 6TD.