ISAs

Important information and key facts.

TSB

This leaflet explains the key facts about ISAs. Please read it carefully to make sure you understand ISAs fully, then keep it safe for future reference.

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Make your savings grow faster.

We're here to help you make the most of your money. But we also know that it's just as important to help you get the most out of life. That's why we make sure every penny you save is working as hard as it can to grow. So there's a bit more to spend doing some of the things you love.

Take ISAs. They come with special tax benefits to ensure you don't pay tax on any interest you earn. There's a maximum amount you can pay in each year, called a yearly ISA allowance. But, unlike other savings accounts, your money stays tax free as long as it stays in an ISA. It doesn't matter what your total balance builds up to over the years, or how much income tax you pay.

ISAs are flexible too. You can take money out and put it back in, without it counting towards your yearly ISA allowance for that year. You just need to make sure you replace the money in the same tax year as you take it out if you want to make the most of your yearly ISA allowance.

Take a look at our guide to see which ISA might be right for you. After all, when you're confident about your money, you can make more of your life. TSB. Life made more.

Finding an ISA that's right for you.

There are lots of different types of ISAs available, so it can be confusing to find the right one for you. At TSB, we offer cash ISAs and junior cash ISAs.

Cash ISA

A cash ISA lets you manage your money like a normal savings account. It could offer instant access or pay a fixed rate of interest over a few years if you don't think you'll need access to your savings.

Junior cash ISA (JISA)

This is tax-efficient way to save for a child until they reach 18 years of age.

Stocks and Shares ISA with Wealthify

This invests your money in the stock market. It's designed for people who are happy to invest over a long time and who accept the risks that come with investing in the stock market, where investments can go down as well as up and you could get back less than you invested. Award-winning investment provider Wealthify offer a Stocks and Shares ISA and a Junior Stocks and Shares ISA – you can read more about them on page 16.

How much you can save tax-free.

Each tax year – the 12 months from 6 April to 5 April – the Government gives you an ISA allowance. In 2023/24 your ISA allowance is £20,000 and the Junior Cash ISA has a separate allowance of £9,000.

This allowance is the amount of new money you can pay in during the tax year, not the maximum balance you can have in your Cash ISA. So once you've paid in a total of £20,000, you can't pay in any more for the rest of the 2023/24 tax year.

You can save your £20,000 annual allowance in:

- a Cash ISA
- a Stocks and Shares ISA
- an Innovative Finance ISA
- any combination of the above.

If you set up a cash ISA or a Stocks and Shares ISA, you also have the option of setting up a Lifetime ISA as well. The Lifetime ISA allowance of £4,000 a year is included within your overall £20,000 yearly ISA allowance.

You can then pay in further amounts in the 2024/2025 tax year. Lifetime ISA and Innovative Finance ISA are not available at TSB. A Stocks and Shares ISA is available with Wealthify.

Other types of ISA
There are other types of ISAs. So you have a complete picture, here's a quick summary of the ones we don't offer.

Innovative Finance ISA
A type of ISA where interest is paid on peer to peer loans and the gains from selling such arrangements.

Lifetime ISA
A Government initiative aimed at savers who are under 40 years old, to help support their income later in their life, or to save for buying their first home.

Please talk to a financial adviser if you are interested in these types of ISAs.

Choose a cash ISA that suits you.

TSB offers four cash ISAs – the Cash ISA Saver, the Save Well Limited Access ISA, the Fixed Rate Cash ISA and the Junior Cash ISA.

The Cash ISA Saver is an instant access account, so you can take your money out whenever you want.

The Save Well Limited Access ISA is an instant access account that gives you a higher rate of interest if you don't take any money out.

The Fixed Rate Cash ISA gives you a fixed rate of tax-free interest if you're happy to leave your money to grow over a fixed period of time (terms are subject to availability).

The Junior Cash ISA is a long-term, tax-free savings account for children which matures when they are 18 years old.

With TSB you can even open a Cash ISA Saver or a Save Well Limited Access ISA alongside a Fixed Rate Cash ISA, if you only need instant access to some of your savings.

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The key facts about our ISAs.

The Financial Conduct Authority is an independent financial services regulator. It requires us, TSB, to give you this important information to help you to decide whether our cash ISA is right for you. You should read this document carefully so that you understand what you are taking out, and then keep it safe for future reference.

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Cash ISA Saver.

This instant access account lets you take money out whenever you want

Here are the key facts:

- Instant access to your money, with no charge for withdrawals.
- Open your account with as little as £1.
- Apply online or in your local TSB branch.
- Variable interest rate plus a fixed bonus for the first 12 months.
- Get into the habit of saving regularly by paying with a standing order.
- You can also move any existing ISAs you have with other providers into your account to help keep track of your money.
- You can replace any money you withdraw from your ISA without it counting towards your yearly ISA allowance, as long as you replace the money in the same tax year.

Account summary	
Account name	**Cash ISA Saver**
What is the interest rate?	Interest is calculated each day and paid once a year on 31 March. Variable interest. Fixed bonus paid for the first 12 months. Interest paid yearly. After the first 12 months the variable rate without bonus applies. For our latest interest rates go to **tsb.co.uk/savings** or drop into your local branch. Sometimes we offer different bonus rates. If we do this, you can choose to add or replace an existing bonus rate with a new one. This is called 'renewing' your account. You can renew your account at any time and as often as you like. Bonus rates are fixed and last for 12 months. Always check the rates first. For more information on how to renew your account, see the 'Additional information' section below.
Can TSB change the interest rate?	Yes. We can move the interest rate up or down at any time. Our Savings Account General Conditions explain when we'll do this. If we increase the interest rate, we'll make details of the rate change available in branch, on the phone and on our website, within 3 days of the change. If we decrease the interest rate, we'll let you know personally 14 days in advance. You can close your account without charge within 30 days of the change, and at any other time. We may not do this if you have £100 or less in your account. Instead, we may tell you about it by making details of the change available in our branches, at **tsb.co.uk** and through telephone banking.
What would the estimated balance be after 12 and 24 months based on a £1,000 deposit?	For our latest estimated balance based upon our current interest rates go to **tsb.co.uk/savings** or drop into your local branch.

Account summary		Cash ISA Saver
How do I open and manage my account?	Ways to open	In branch or online
	Who can open	You must be 16 or over and a UK resident
	Open with	£1 minimum opening balance Maximum subject to the yearly ISA allowance (£20,000 for 2023/24), plus transfers in from other existing ISAs No maximum limit on the amount that can be held within the account.
	Manage your account	In branch Over the phone Online Mobile App
Can I withdraw money?	Withdrawals allowed	Yes. You can withdraw and replace money from your Cash ISA Saver without it counting towards your yearly ISA allowance for that year, as long as the repayment is made in the same tax year as the withdrawal.
	Notice period	None
	Withdrawal charges	No withdrawal penalties apply
	How to withdraw	Cash Bankers draft Transfer to a TSB current or savings account in your own name (Fees may apply to some of these services, please see our Savings Account General Conditions for more information).
Additional information	Accounts can only be opened in a sole name. You can only pay into a cash ISA from one provider in each tax year. Opening a Cash ISA Saver will limit the amount that can be invested in a stocks and shares or innovative finance ISA. To find out more about this, speak to a Partner in your local branch or call us. The tax advantages depend on your individual circumstances and the tax treatment of your ISA may change in the future. If you aren't happy with your Cash ISA Saver, you can cancel within 14 days of opening without charge. You'll still be able to open another cash ISA account in the same tax year with us or another provider. You can also close your account after 14 days, but you won't be able to open or subscribe to a cash ISA with a different provider until the next tax year. • To check our rates and find out how to renew your account, go to **tsb.co.uk/help** and search 'renew'. Or you can: • Log into Internet Banking • Call us on **0345 975 8758** – lines are open – 8am to 8pm every day • Chat to us in the TSB Mobile Banking App • Visit a TSB branch.	

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Save Well Limited Access ISA.

This account rewards you for not touching your savings

Here are the key facts:

- Earn a higher rate of interest tax free during months where no withdrawals are made.
- Instant access to your money, but the lower interest rate will apply in months that you make a withdrawal.
- Open your account from as little as £1.
- Apply online or in your local TSB branch.
- Manage your savings in branch, online, over the phone or with our Mobile App.
- Move any of your cash ISAs to this one.
- You can replace any money you withdraw from your ISA without it counting towards your yearly ISA allowance, as long as you replace the money in the same tax year.

Account summary	
Account name	**Save Well Limited Access ISA**
What is the interest rate?	The interest rate is variable. A higher interest rate applies in months where no withdrawals are made during the 12 month term. If you make a withdrawal during the term of your account the lower interest rate will apply to the balance in your account for that calendar month. At the end of the 12 month term the account will switch to a Cash ISA Saver (excluding the bonus rate) account. For our latest interest rate go to **tsb.co.uk/savings** or drop into your local branch.
Can TSB change the interest rate?	Yes. We can move the interest rate up or down at any time. Our Savings Account General Conditions explain when we'll do this. If we increase the interest rate, we'll make details of the rate change available in branch, on the phone and on our website, within 3 days of the change. If we decrease the interest rate, we'll let you know personally 14 days in advance. You can close your account without charge within 30 days of the change, and at any other time. We may not do this if you have £100 or less in your account. Instead, we may tell you about it by making details of the change available in our branches, at **tsb.co.uk** and through telephone banking.
What would the estimated balance be after 12 and 24 months?	For our latest estimated balance based upon our current interest rates go to **tsb.co.uk/savings** or drop into your local branch.

Account summary		Save Well Limited Access ISA
How do I open and manage my account?	Ways to open	In branch or online
	Who can open	You must be 16 or over and a UK resident
	Open with	£1 minimum opening balance Maximum subject to the annual ISA allowance (£20,000 for 2023/24), plus transfers in from other existing ISAs No maximum limit on the amount that can be held within the account.
	Manage your account	In branch Over the phone Online Mobile App
Can I withdraw money?	Withdrawal s allowed	Yes. You can withdraw and replace money from your cash ISA without it counting towards your yearly ISA allowance for that year, as long as the repayment is made in the same tax year as the withdrawal.
	What happens if I make a withdrawal?	If you make a withdrawal during the term of your account the lower interest rate will apply to the balance in your account for that calendar month. For the latest rates please refer to **tsb.co.uk/savings**
	How to withdraw	Cash Bankers draft Transfer to a TSB current or savings account in your own name (Fees may apply to some of these services, please see our Savings Account General Conditions for more information).
Additional information	Accounts can only be opened in a sole name. You can only pay into a cash ISA from one provider in each tax year. Opening a cash ISA will limit the amount that can be invested in a stocks and shares or innovative finance ISA. To find out more about this, speak to a Partner in your local branch or call us. The tax advantages depend on your individual circumstances and the tax treatment of your ISA may change in the future. Your account will mature into a Cash ISA Saver (excluding the bonus rate) at the end of the term. We'll contact you before this happens. If you aren't happy with your Save Well Limited Access ISA, you can cancel within 14 days of opening without charge. You'll still be able to open another cash ISA account in the same tax year with us or another provider. You can close your account after 14 days, but you won't be able to open or subscribe to a cash ISA with a different provider until the next tax year. If you choose to close the account before the end of the term, interest will be paid to the day before account closure. The interest rate will be the lower rate that is normally applied to months in which a withdrawal is made.	

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Junior Cash ISA (JISA).

This is a long-term, tax-free savings account for under 18s. It is a simple way to build savings for when they reach 18.

Here are the key facts:

- Available for children who are 17 and under.
- Apply in your local TSB branch.
- If the child is under 16, the account must be opened and managed by a parent or legal guardian.
- 16 and 17 year olds must open their own junior cash ISA.
- A variable tax-free interest rate.
- Anyone can deposit up to a maximum of £9,000 in the current tax year less any amount invested in a Junior Stocks and Shares ISA in the same tax year. We'll send you a statement once a year, just after 5 April.
- No withdrawals are allowed from the account until your child reaches 18 except in limited circumstances – please see the Account summary overleaf for more details. Once your child reaches 18 the account will mature into an adult cash ISA and your child can withdraw their savings, move them into another ISA or close the account.
- All funds belong to the child and cannot be returned to the donor.
- From the age of 16, a child can open and contribute to both a junior cash ISA (JISA) and an adult cash ISA. Separate limits for the JISA and ISA will apply until the child reaches 18 at which point the JISA will mature and become an ISA. Once the JISA becomes an ISA, only the adult yearly ISA allowance will then apply.
- The TSB Junior Cash ISA is for children under 18 who don't hold or aren't eligible to hold a Child Trust Fund.

Account summary	
Account name	**Junior Cash ISA**
What is the interest rate?	Interest is calculated each day and paid once a year on 31 March. For our latest interest rate go to **tsb.co.uk/savings** or drop into your local branch.
Can TSB change the interest rate?	Yes. We can move the interest rate up or down at any time. Our Savings Account General Conditions explain when we'll do this. If we increase the interest rate, we'll make details of the rate change available in branch, on the phone and on our website, within 3 days of the change. If we decrease the interest rate, we'll let you know personally 14 days in advance. You can close your account without charge within 30 days of the change, and at any other time. We may not do this if you have £100 or less in your account. Instead, we may tell you about it by making details of the change available in our branches, at **tsb.co.uk** and through telephone banking.

Account summary		Junior Cash ISA (JISA)
What would the estimated balance be after 12 months based on a £1,000 deposit?	For our latest estimated balance based upon our current interest rates go to **tsb.co.uk/savings** or drop into your local branch.	
How do I open and manage my account?	Ways to open	In branch
	Who can open	For children under 16, it can only be opened by a person with parental responsibility and who is over the age of 16 For children aged between 16 and 17, it must be opened by the child in their sole name UK residents only
	Open with	£1 minimum opening balance Maximum balance subject to the yearly junior ISA allowance (£9,000 for 2023/24) No maximum limit on the amount that can be held within the account.
	Manage your account	In branch or over the phone
Can I withdraw money?	Withdrawals allowed	No. Withdrawals aren't permitted before maturity at age 18 (unless the child is diagnosed with a terminal illness and permission is given by HMRC to make withdrawals).
Additional information	Each child can only have one Junior Cash ISA open at once. The Junior Cash ISA is for children under 18 who don't hold or aren't eligible to hold a Child Trust Fund. A junior ISA held with another provider can be transferred to TSB. The tax advantages depend on your individual circumstances and the tax treatment of your ISA may change in the future. When the child turns 18 their Junior Cash ISA will automatically mature into an adult ISA. At least 30 days before this date we'll write to the Junior Cash ISA account holder (and Registered Contact if different) providing details of this. If you aren't happy with your Junior Cash ISA, you can cancel within 14 days of opening without charge. You'll still be able to open another junior cash ISA account in the same tax year with us or another provider. The account can't be closed after this, unless the money in the account is transferred to another junior ISA, the child becomes terminally ill or dies.	

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Fixed Rate Cash ISA.

If you're happy to leave your money to grow over a fixed period of time, these accounts give you a fixed rate of tax-free interest (terms are subject to availability)

Here are the key facts:

- The interest rate is fixed for a set period from when you open your account. You can begin to save from just £1.
- Apply online or in your local TSB branch.
- You can take money out if you unexpectedly need to access your savings, but there's a charge for this service. Please refer to the account summary below.
- You can also move any existing cash ISAs you have with other providers into your account.
- We'll send you a statement once a year, and we'll also write to let you know when your fixed-rate period is coming to an end and remind you that your account reverts to a variable rate Cash ISA Saver (off bonus).
- All deposits to the account, including transfers, must be paid to the account within the first 30 days. If you have more money to save at a later date, you can open another Fixed Rate Cash ISA with us.

Account summary	
Account name	**Fixed Rate Cash ISA**
What is the interest rate?	Fixed interest. Interest is calculated each day. Interest is paid yearly on the anniversary of opening your account and at maturity for terms of whole years (e.g. 2 or 3 years) and paid monthly and at maturity for part year terms (e.g. 18 months). For our latest interest rates go to **tsb.co.uk/savings** or drop into your local branch.
Can TSB change the interest rate?	No, we can't change the interest rate during the fixed term of your Fixed Rate Cash ISA.
What would the estimated balance be at the end of the chosen fixed term, based on a £3,000 deposit?	For our latest estimated balance based upon our current interest rates go to **tsb.co.uk/savings** or drop into your local branch.

Account summary		Fixed Rate Cash ISA	
How do I open and manage my account?	Who can open	You must be 16 or over and a UK resident	
	Open with	£1 minimum opening balance Maximum subject to the yearly ISA allowance (£20,000 for 2023/24), plus transfers in from other existing ISAs All deposits, including transfers, must be received within 30 days of opening your account If you want to add further deposits, you can open a new Fixed Rate Cash ISA assuming you have not yet used your full yearly ISA allowance No maximum limit on the amount that can be held within the account.	
	Manage your account	In branch Over the phone Online Mobile App	
Can I withdraw money?	Withdrawals allowed	Yes	
	Notice period	None	
	Term Withdrawal Charge		
	Withdrawal charges	1 year	Equivalent to 90 days interest on the amount taken out or transferred.
		18 months	Equivalent to 135 days interest on the amount taken out or transferred.
		2 years	Equivalent to 180 days interest on the amount taken out or transferred.
		3 years	Equivalent to 270 days interest on the amount taken out or transferred.
		4 years	Equivalent to 320 days interest on the amount taken out or transferred.
		5 years	Equivalent to 365 days interest on the amount taken out or transferred.
		For example: if you had an account with a 2 year term and took out £2,000, the charge would be the amount of interest you'd earn on the £2,000 for 180 days.	
	How to withdraw	Cash Bankers draft Transfer to a TSB current or savings account in your own name (Fees may apply to some of these services, please see our Savings Account General Conditions for more information).	
	You can withdraw and replace money from your Fixed Rate Cash ISA without it counting towards your yearly ISA allowance for that year, as long as the repayment is made in the same tax year as the withdrawal and paid into a new TSB cash ISA.		

Account summary	Fixed Rate Cash ISA
Additional information	Accounts can only be opened in a sole name. You can only pay into a cash ISA from one provider in each tax year. Opening a Fixed Rate Cash ISA will limit the amount that can be invested in a stocks and shares or innovative finance ISA. To find out more about this, speak to a Partner in your local branch or call us. The tax advantages depend on your individual circumstances and the tax treatment of your ISA may change in the future. Your account will mature into a Cash ISA Saver (off bonus) at the end of the term. We'll contact you before this happens with your options. If you aren't happy with your Fixed Rate Cash ISA you can cancel within 14 days of opening without charge. You'll still be able to open another cash ISA account in the same tax year with us or another provider. You can also close your account after 14 days, but you won't be able to open or subscribe to a cash ISA with a different provider until the next tax year.

Opening a cash ISA with TSB.

You can open a cash ISA at your local branch or online at tsb.co.uk

There are a few things you need to know when opening a Cash ISA Saver, Save Well Limited Access ISA or a Fixed Rate Cash ISA.

- You need to be 16 or over and be resident only in the UK for tax purposes to apply for a cash ISA with TSB, and the account must be held in your name only.
- You can pay your yearly ISA allowance into a Cash ISA Saver, Save Well Limited Access ISA or Fixed Rate Cash ISA, or split it across any of these accounts. You can also transfer balances from other ISAs, either from this year's allowance, or from a previous year, including those held with other ISA providers.
- You'll need to have your National Insurance number with you.
- Go to **tsb.co.uk/isa**
- Visit your local branch.

Go to **tsb.co.uk/isa** or your local branch.

Tax treatment

Tax free means the interest paid will be free from UK Income Tax. Any interest earned on an ISA does not count towards any Personal Savings Allowance (£1,000 for basic rate tax payers and £500 for higher rate tax payers) that may apply to you. Additional rate tax payers do not receive a Personal Savings Allowance. The tax advantages depend on your individual circumstances and the tax treatment of your ISA may change in the future.

Investing your money with Wealthify.

At TSB we are always looking for new ways to help you manage your money better. So, if you're looking to unlock the potential of Stocks and Shares ISAs, Junior Stocks and Shares ISAs or General Investments why not talk to Wealthify?

Wealthify manage your investment for you, so you can spend less time unpicking how best to invest your money. Your money is invested in a number of funds which contain shares, bonds, property and commodities to spread your risk. This mix of funds can change over time depending on your attitude to risk and movement in the financial market.

What do Wealthify offer?

Stocks and Shares ISA

General Investment Account

Junior Stocks and Shares ISA

Getting started is simple. Just choose how much you want to invest, then pick a level of investment risk that you feel comfortable with, from Cautious to Adventurous (or anything in between). And if you want to invest ethically, there's an option for that too. Once you've decided, you can sit back and let Wealthify do the rest.

Please remember, unlike TSB's savings products, the value of investments can go down as well as up, and you could get back less than you invested. The tax treatment of your investment will depend on your individual circumstances and may change in the future. You should seek financial advice if you are unsure about investing.

Why Wealthify?

Wealthify offers a multi-award-winning investment service that makes it easy to begin investing. It's simple – when you sign up you'll be asked a few suitability questions to make sure that the investment style you've chosen is right for your needs. You can invest from as little as £1 and you can withdraw or transfer at any time from a Stocks and Shares ISA or General Investment Account

For more information visit our dedicated Investments area at **tsb.co.uk/investments**

with no penalties. They also offer ethical plans, so you can easily invest in line with the things that are important to you.

With Wealthify, you only pay a simple monthly fee. The low, flat-rate fee is based on a percentage of the amount you invest, and covers the management fees for your investment, plus investment costs. The fee will be taken straight from your Plan each month, which will reduce the value of your investment. For an example of what the monthly fee could look like, visit **tsb.co.uk/investments**

Easy to use	Affordable	You're in control
Simple sign up process	Low fees	Choose from five investment styles
Effortless investing	No hidden costs	Ability to opt for Ethical investments
Check your plan 24/7 online or through Wealthify's app	Start investing from as little as £1 or as much as you like	

To invest, you must be:

- Over 18 (only one parent/guardian can open a Junior Stocks and Shares ISA for under 18s)
- A UK tax resident if applying for a Stocks and Shares ISA or a Junior Stocks and Shares ISA; or a tax resident of the UK or Channel Islands if applying for a General Investment Account.

There are many investment plans available with Wealthify, but if you're looking to open a stocks and shares ISA there's a few more things you must also consider. Visit our Investments area on **tsb.co.uk** for more information. You should seek financial advice if you are unsure about investing.

TSB acts as an introducer for the investment products (Stocks and Shares ISA, General Investment Account, Junior Stocks and Shares ISA) of Wealthify. Neither TSB, nor Wealthify give you any advice or recommendations about these products – it's up to you to decide whether the product is what you need.

Opening a Junior Cash ISA with TSB.

You can open these accounts at your local TSB branch.

- If the child is under 16, a parent or legal guardian must open the account.
- If the child is over 16, they must open the account themselves.
- The money in a Junior Cash ISA belongs to the child and the account will be in their name.
- The child must be resident in the UK when the account is opened.
- A child cannot have more than one Junior Cash ISA.

However, you can move balances from other junior ISAs or Junior Stocks and Shares ISAs, including those held with other providers.

Our ISA promise

If you do move from another provider to TSB, we'll pay interest from the day we receive your completed transfer application – as long as the ISA is ready to move to us. If your transfer is delayed because the existing ISA has a notice period or restriction, your current provider will let us know when it will be free to move to us, and we'll pay interest from that date.

Transferring other ISAs to TSB.

If you have ISAs with other providers you can move them to TSB.

If you want to move over any of your existing ISAs, just mention it when you open your new cash ISA with TSB. There's a simple form to complete and then we'll handle the move for you, keeping you informed along the way. Depending on the type of ISA you have, you may incur a charge if you transfer your account. Before deciding to transfer another ISA, please check if your current provider will charge a fee.

There's no limit to how many previously subscribed ISAs you can move from previous tax years and they won't affect this year's allowance. If you're looking to transfer any savings which have been paid in the current tax year, you'll need to transfer all of the amount you have paid in this year. A child is only allowed to hold one junior cash ISA with a single provider at any one time.

If your child has a junior cash ISA or junior stocks and shares ISA with another provider, you can move it to a Junior Cash ISA with TSB.

Key points about transferring your ISA

1. Your current cash, stocks and shares, innovative finance or lifetime ISA provider may impose exit charges or other costs associated with the transfer. Please check with your current provider.
2. If you are transferring from a stocks and shares, innovative finance or lifetime ISA any investments you currently hold will be transferred at their value at the date of transfer (less any fees). You will not benefit from any gain, if there is a rise in the market value of the investments while the transfer is being completed.
3. TSB cannot provide advice on whether transferring from stocks and shares, innovative finance or lifetime ISA into cash is right for your circumstances and takes no responsibility for your decision to do so.
4. Please be aware it can take up to **30 calendar days** for a stocks and shares, innovative finance or lifetime ISA to transfer to us. (A cash ISA usually takes up to **seven working days**).

Paying into your cash ISA.

One-off payments

You can pay money into your cash ISA at any TSB branch by cash or cheque. You can also call **03459 758 758** to arrange a transfer from another account.

If you are registered for Internet Banking, you can also transfer money into your cash ISA from another TSB account, subject to the yearly ISA allowance.

Regular savings

To set up regular payments into our Cash ISA Saver or Save Well Limited Access ISA, visit any branch, call us on **03459 758 758** or log in to Internet Banking. You need to make sure your regular payments won't add up to more than the yearly allowance.

If you have an account with another bank or building society, you can also set up a standing order and automated payments from it to your cash ISA or your child's Junior Cash ISA, if the bank offers this service.

Staying within your ISA allowance

Remember, you can't pay in more than the yearly ISA allowance in a tax year. However, you now have the freedom to replace any money you withdraw without it counting towards your yearly ISA allowance for that year. You'll just need to make sure you replace the money in the same tax year as you withdraw it.

Payments at the end of the tax year

If the end of the tax year falls on a weekend or a Bank Holiday, any payments you make will still be allocated to the old tax year's allowance – as long as the money is credited to your cash ISA before midnight on 5 April.

What happens if I don't use all my ISA allowance?

The rules say that you lose any of your ISA allowance which you haven't used by the end of the tax year on 5 April. As you can't carry your allowance over from one tax year to the next, it's a good idea to use as much of your allowance as you can before then.

You must make at least one contribution to your cash ISA in a tax year for it to remain active. If deposits have not been made during the last tax year, the account will become 'fallow'. If you wish to restart your contributions, the cash ISA must be reactivated by reconfirming the ISA declaration.

Taking money out of your cash ISA.

You can take money out of your Cash ISA Saver, Save Well Limited Access ISA and Fixed Rate Cash ISA at anytime, and you can replace money in the same tax year without it counting towards your yearly ISA allowance.

If you take money out of one of Save Well Limited Access ISAs, the lower interest rate will apply to the balance in your account for that calendar month (please check your product conditions or speak to one of Partners in branch for more information).

If you take money out of one of our Fixed Rate Cash ISAs within the fixed rate period, you'll be charged on the amount taken out (please check your product conditions or speak to one of our Partners in branch for more information). This will be deducted from the balance of your account at the time of withdrawal, so you might get back less than you initially deposited.

To make a withdrawal, ask at any branch. You'll be able to receive your money in cash or have it moved to another TSB account.

If you are registered for Internet Banking, you can also move money out of your cash ISA whenever you wish.

Transferring your cash ISA to another ISA provider

You can transfer your cash ISA to another provider at any time, but remember if you transfer your Save Well Limited Access ISA before the end of the term the lower interest rate will apply to the balance in your account for that calendar month, and if you transfer your Fixed Rate Cash ISA before the end of the term you'll be charged.

To do this you'll need to contact your new ISA provider, who will contact us directly to transfer your savings to your new ISA provider.

You can transfer some or all of any money paid in, in previous tax years, but if you're looking to transfer savings paid in the current tax year, you'll have to transfer all of this amount across all of your cash ISAs with TSB.

Transferring your cash ISA with TSB to another provider mid-tax year

If you've withdrawn money from your cash ISA in the current tax year and plan to replace it, so as not to affect your yearly allowance, then you'll need to replace the money before the transfer. If you try to replace the money by paying into your new ISA it'll count towards your yearly ISA allowance. So, for it not to count towards your yearly ISA allowance the money has to go back into the same ISA with the same provider in the same tax year.

Changing your mind.

Closing your account within the cancellation period

If you open a cash ISA or Junior Cash ISA with us but then change your mind, you can cancel within 14 days of opening your account. If you cancel within the 14 days, you'll still be able to open another cash ISA or Junior Cash ISA with us (or another provider) in the same tax year.

Closing your account after the cancellation period

If you close your account after the 14 day cancellation period, we'll help you move your money to another account or return your balance including any interest due to you. If you've paid money into your account and you close it after the 14 day cancellation period, you won't be able to take out another cash ISA (with another provider) in the same tax year.

If you close your Save Well Limited Access ISA after the 14 day cancellation but before the end of the term the lower interest rate will apply to the balance in your account for that calendar month. If you close your Fixed Rate ISA after the 14 day cancellation period but before the end of your term you'll pay a charge. The charge depends on the term of your account and is detailed on page 13.

A Junior Cash ISA account can only be closed if the balance is transferred to another junior cash ISA or Junior Stocks and Shares ISA.

If you want to close your account, just drop into any branch or write to TSB Bank plc, PO Box 373, Leeds LS14 9GQ.

Payments following the death of an ISA account holder.

In the event of the death of an ISA account holder, the account holder's spouse or civil partner may make additional payments called additional permitted subscriptions into their own ISA.

Additional permitted subscriptions:

- Are deposits into an ISA which are allowed in addition to your yearly ISA allowance.
- The Additional Permitted Subscription Allowance allows the spouse/civil partner to:
  - Pay in up to the amount the deceased spouse/civil partner held in their ISA at the date of death (including any interest earned up to that date), where the date of death was on or before 5 April 2018.
  - Pay in up to the amount the deceased spouse/civil partner held in their ISA at the point the ISA ceases to be a continuing account of the deceased ISA investor (including any interest earned up to that date), where the date of death was on or after 6th April 2018.
- Must be made within three years of the date of death or, if later, 180 days after the administration of the estate is complete.
- Can be made in cash or you can invest the amount held from your other non ISA savings accounts, it doesn't need to be funded from funds your spouse/partner held in their ISA.
- Can be made regardless of whether the surviving spouse inherited the deceased's ISA assets.
- Can be made by non-UK residents.
- Cannot be made to a junior ISA.

Interest rates

We display interest rates in all TSB branches. You can also find out our latest rates by calling us on **03459 758 758** or visiting **tsb.co.uk/savings**

Please see our Savings Account General Conditions for more information about payments into and out of your account and changes to interest rates.

Charges

Please see our Savings Account General Conditions for more information about the charges that may apply to your account.

If you have a problem

If you have a complaint, there are a number of ways you can let us know:

Call **03459 758 758**
If you have a hearing impairment, call us on **0345 835 3843**.

Visit one of our Partners in branch.

Write to TSB Bank plc, Customer Relations, PO Box 373, Leeds LS14 9GQ.

We'll do our best to sort things out but if we can't put things right to your satisfaction, you can ask the Financial Ombudsman Service to look at your complaint – provided you have tried to resolve the matter directly with us first.

Important information about compensation arrangements

Deposits held with us are covered by the Financial Services Compensation Scheme (FSCS). We'll provide you with details of the scheme every year.

Other ways we can help.

For everything from current accounts and loans, to mortgages and savings, we're here to help.

Go to **tsb.co.uk**
or visit your local branch.

16+ and UK resident only. Tax treatment depends on your individual circumstances and may change.

Need some extra help to do your banking? This might be due to physical or mental wellbeing or a life event. We're here to support you. Let us know what you need by calling **03459 758 758**, chat to us in the Mobile Banking App, or visit us in branch.

This information is available in large print, braille and audio. Ask in branch or call us on **03459 758 758** (lines are open from 8am to 8pm, 7 days a week).

If you have a hearing or speech impairment you can call us using the Relay UK service. Type '**18001**' before entering our telephone number. A member of the Royal National Institute for Deaf People will join the call to speak with us as you send and receive text messages. Please visit **www.relayuk.bt.com** to read how they manage your data.

The opening hours of our Telephone Banking advisor services are 8am to 8pm Monday to Sundays. Our lost and stolen card and fraud reporting lines are open 24/7. Not all Telephone Banking services are available 24 hours, 7 days a week.

If you need to call us from abroad, or prefer not to use our **0345** number, you can also call us on **+44 203 284 1575**. Calls may be monitored or recorded.

TSB Bank plc Registered Office: Henry Duncan House, 120 George Street, Edinburgh EH2 4LH. Registered in Scotland No. SC95237.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration No. 191240.

TSB Bank plc is covered by the Financial Services Compensation Scheme and the Financial Ombudsman Service.

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