


Placing your maturity instructions online

If you have an account which is approaching maturity, the quickest and easiest way to let us know what you want to happen to the maturing funds is to give us your instructions online.

To place your instructions, just follow these simple steps:

Step 1

Log in to the Self Service Portal. You can find the link on the Savings pages of our our website.



Castle Trust Bank | Omni Capital Retail Finance

Castle Trust Bank Contact Us Intermediaries

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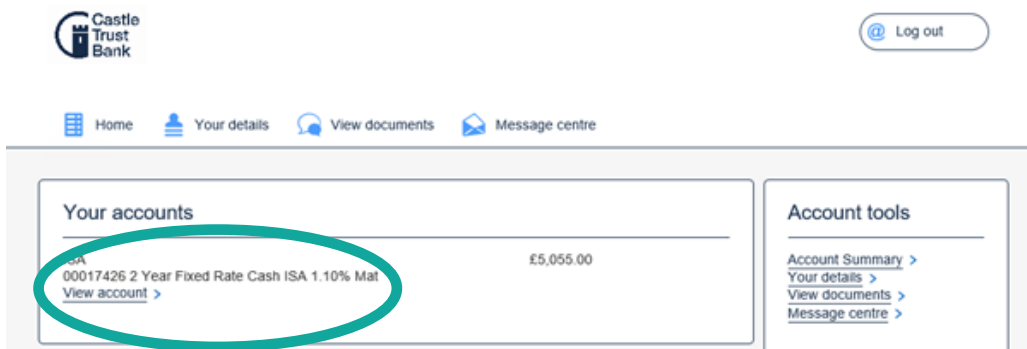
Castle Trust Bank Savings

Log in Service Portal support

TIP:
You'll also find the log in button at the bottom of our Savings pages and in the menu

Step 2

Select your maturing account by clicking 'View account'.



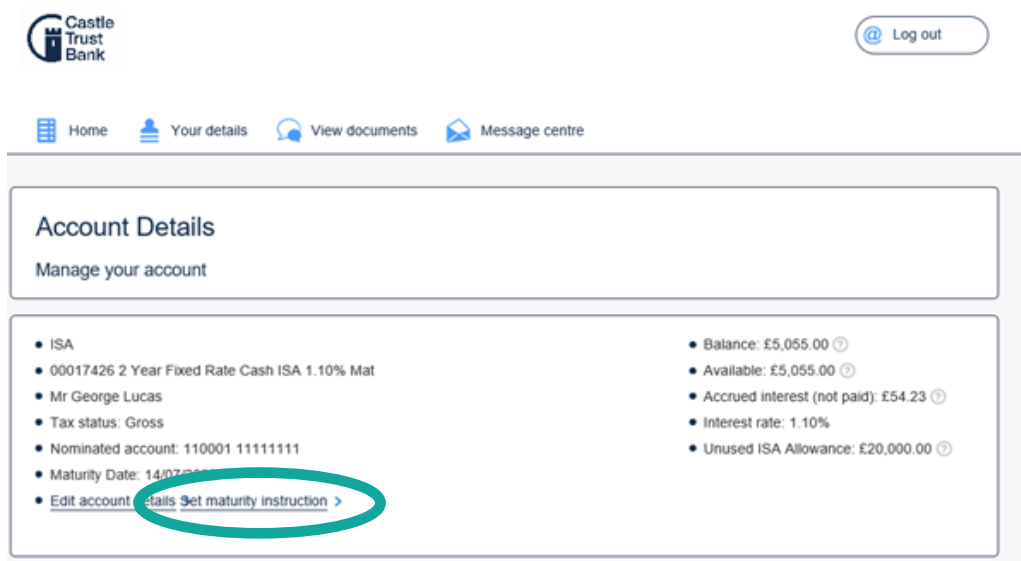
Castle Trust Bank Log out

Home Your details View documents Message centre

| Your accounts | Account tools |
|---|---|
| ISA 00017426 2 Year Fixed Rate Cash ISA 1.10% Mat View account > | Account Summary > Your details > View documents > Message centre > |

Step 3

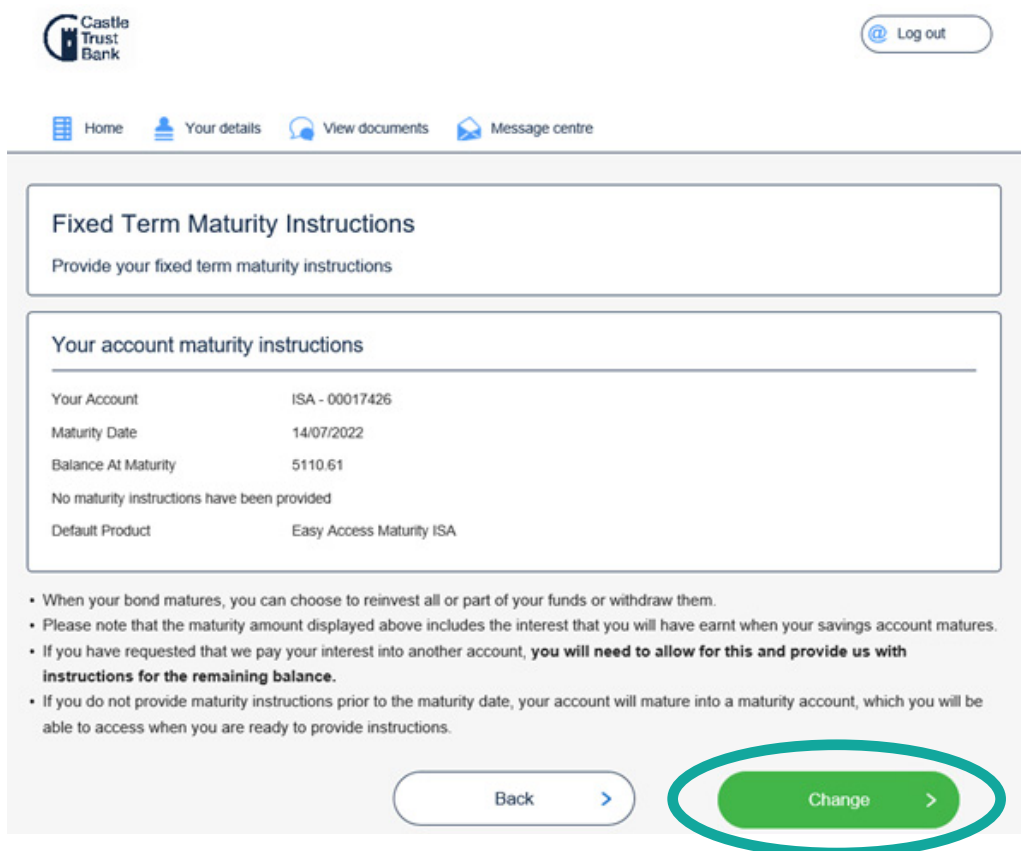
You'll then be able to see the details for your maturing account. Click 'Set maturity instruction'.



The screenshot shows the 'Account Details' page for a Castle Trust Bank account. The page includes a navigation bar with 'Home', 'Your details', 'View documents', and 'Message centre'. A 'Log out' button is in the top right. The main content area is titled 'Account Details' and 'Manage your account'. It lists account information: ISA, 00017426 2 Year Fixed Rate Cash ISA 1.10% Mat, Mr George Lucas, Tax status: Gross, Nominated account: 110001 11111111, and Maturity Date: 14/07/2022. A 'Set maturity instruction' link is circled in red. To the right, account balances are shown: Balance: £5,055.00, Available: £5,055.00, Accrued interest (not paid): £54.23, Interest rate: 1.10%, and Unused ISA Allowance: £20,000.00.

Step 4

You'll be shown the maturity details for your account. Click 'Change'.



The screenshot shows the 'Fixed Term Maturity Instructions' page. It includes the same navigation bar and 'Log out' button. The main content area is titled 'Fixed Term Maturity Instructions' and 'Provide your fixed term maturity instructions'. Below this is a section titled 'Your account maturity instructions' which contains a table with the following details:

| | |
|---|--------------------------|
| Your Account | ISA - 00017426 |
| Maturity Date | 14/07/2022 |
| Balance At Maturity | 5110.61 |
| No maturity instructions have been provided | |
| Default Product | Easy Access Maturity ISA |

Below the table, there are four bullet points providing instructions on how to handle the maturity. At the bottom, there are two buttons: 'Back' and 'Change'. The 'Change' button is circled in red.

Step 5

You can then choose your preferred option. Either:

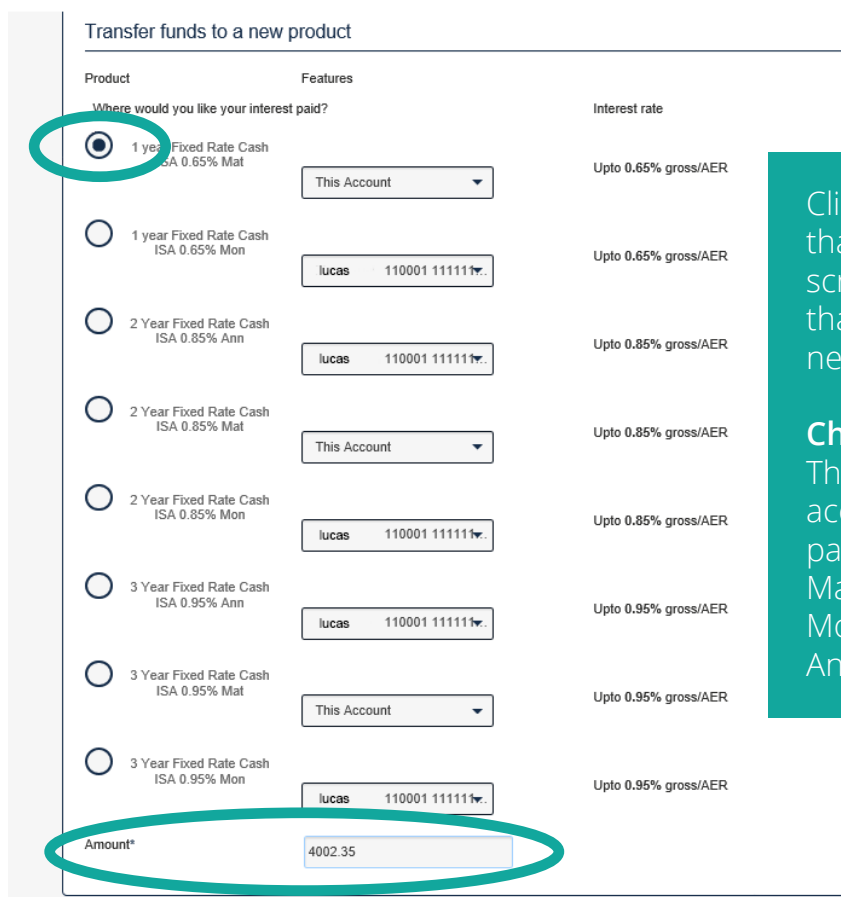
Transfer funds to a selected account:



The screenshot shows a form titled "Transfer funds to my selected account". It has two input fields: "To Account" with a dropdown arrow and "Amount*" with the value "0.00".

Select the account from the drop down list and enter the amount.

OR Transfer funds to a new account:



The screenshot shows a form titled "Transfer funds to a new product". It lists various products with columns for "Product", "Features", and "Interest rate". The first product is selected with a radio button. The "Amount*" field at the bottom is circled in red.

| Product | Features | Interest rate |
|---|---------------------|----------------------|
| <input checked="" type="radio"/> 1 year Fixed Rate Cash ISA 0.65% Mat | This Account | Upto 0.65% gross/AER |
| <input type="radio"/> 1 year Fixed Rate Cash ISA 0.65% Mon | lucas 110001 111111 | Upto 0.65% gross/AER |
| <input type="radio"/> 2 Year Fixed Rate Cash ISA 0.85% Ann | lucas 110001 111111 | Upto 0.85% gross/AER |
| <input type="radio"/> 2 Year Fixed Rate Cash ISA 0.85% Mat | This Account | Upto 0.85% gross/AER |
| <input type="radio"/> 2 Year Fixed Rate Cash ISA 0.85% Mon | lucas 110001 111111 | Upto 0.85% gross/AER |
| <input type="radio"/> 3 Year Fixed Rate Cash ISA 0.95% Ann | lucas 110001 111111 | Upto 0.95% gross/AER |
| <input type="radio"/> 3 Year Fixed Rate Cash ISA 0.95% Mat | This Account | Upto 0.95% gross/AER |
| <input type="radio"/> 3 Year Fixed Rate Cash ISA 0.95% Mon | lucas 110001 111111 | Upto 0.95% gross/AER |

Amount* 4002.35

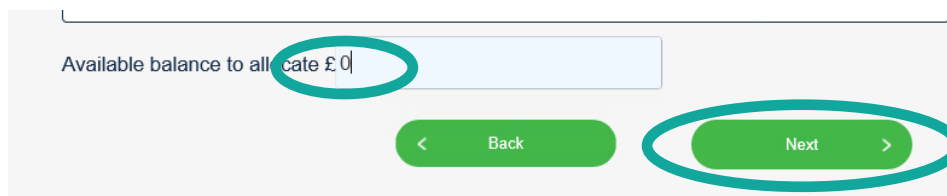
Click the button next to the account that you would like to open, then scroll down and enter the amount that you would like to transfer to the new account.

Choosing your interest frequency
The characters at the end of the account name tell you the interest payment frequency for that account.
Mat = Interest is paid at maturity
Mon = Interest is paid monthly
Ann = Interest is paid annually

PLEASE NOTE: You need to allocate all of the balance at maturity to be able to submit your instruction.

If the 'Available balance to allocate' towards the bottom of the page is not £0, please check and amend the amounts that you have entered.

Once you've chosen your option and allocated all of the balance so the available balance shows £0, click 'Next' at the bottom of the page.



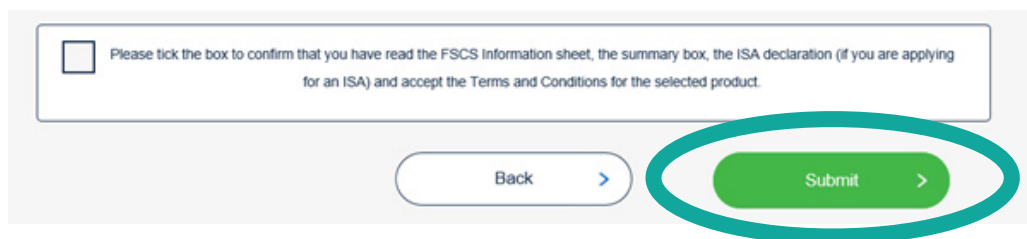
The screenshot shows a form with the text "Available balance to allocate £0" where "£0" is circled in red. Below it are two buttons: "Back" and "Next", with "Next" circled in red.

Step 6

Review the information shown and take a look at the FSCS Information Sheet, Terms and Conditions and Summary Box downloads provided (and the ISA Declaration if you're transferring your funds to an ISA).

Step 7

Tick the box to confirm that you have read the downloads and click 'Submit'.



A screenshot of a web form. At the top, there is a text box containing a checkbox and the text: "Please tick the box to confirm that you have read the FSCS Information sheet, the summary box, the ISA declaration (if you are applying for an ISA) and accept the Terms and Conditions for the selected product." Below the text box are two buttons: a white "Back" button with a right-pointing chevron, and a green "Submit" button with a right-pointing chevron. The "Submit" button is circled in red.

After you have pressed Submit, you will be taken back to the Fixed Term Maturity Instructions page (as shown in Step 4). Here you will be able to check that your instruction has been successfully registered and it is no longer directing your maturing funds into one of our default maturity easy access accounts.

If you change your mind, you can edit your instruction up until 11pm on the day before your account matures, simply follow the same process detailed in this guide to submit your new instruction.

Once you have registered your instruction we'll take care of the rest, so you can sit back and wait for your account to mature.