



## Transferring your ISA to Castle Trust Bank

Transferring your ISA is a straightforward process, all you need to do is give us a few details and then we'll take care of the rest. Whether you're opening up a new account or topping up an account you already have open with us, there are slightly different processes to follow. Please follow the steps below.

### Important information to consider

You can only subscribe to one Cash ISA each tax year, therefore if you want to transfer money you've invested in an ISA during the current year, you must transfer all of it. For money you invested in previous years, you can choose to transfer all or part of your savings.

If you intend to transfer an existing ISA from an account that is due to mature soon with your previous provider, ensure the maturity date is not more than 15 days away when you send us the form.

Accounts will automatically close if they are not funded within 14 days of the account being opened. If you've applied for an ISA Transfer and you receive notification that the account has been closed because it hasn't yet been funded, don't worry - ISA Transfers can take longer than 14 days to complete, and we'll open a new account for you when the ISA Transfer is received.

### Opening a new Fixed Rate e-Cash ISA account online

---

- 1 New customers can apply for a Fixed Rate e-Cash ISA through the website; existing customers can apply through the Self Service Portal if they have signed up for this service, or through the website. At the end of the journey, complete the 'Source of funds' field as appropriate then click the 'Submit application' to finish your application. Once your account is open, a Welcome Pack or Welcome Email will be sent to you.
- 2 Complete an ISA Transfer Form and post it to us. This is available on the Downloads page on our website, alternatively please call us and we can post a form to you.
- 3 Upon receipt of your completed form, we will correspond with the existing plan manager to transfer the ISA funds.
- 4 The existing plan manager will transfer the ISA funds and corresponding paperwork to us. Once we have received this the funds will be deposited into the new account, including notes of the tax year that the funds are applied to.
- 5 We will send you confirmation of the account balance and account information.

### Opening a new Fixed Rate Cash ISA account via post (existing customers only)

---

- 1 Complete a Fixed Rate Cash ISA application form and an ISA Transfer Form and send these to us in the post. You can find these on the Downloads page on our website, alternatively please call us and we can post these to you.
- 2 Upon receipt of your completed forms, we will open your Fixed Rate Cash ISA account and a Welcome Pack will be posted to you. We will also correspond with the existing plan manager to transfer the ISA funds.
- 3 The existing plan manager will transfer the ISA funds and corresponding paperwork to us, once we have received this the funds will be deposited into the new account, including notes of the tax year that the funds are applied to.
- 4 We will send you confirmation of the account balance and account information.

## Topping up an account with your existing ISA

---

- 1** Complete an ISA Transfer Form, ensuring you include the account number of the account you are topping up and then send it us in the post. You can find the form on the Downloads page on our website, alternatively please call us and we can send a form to you.
- 2** Upon receipt of your completed form we will correspond with the existing plan manager to transfer the ISA funds.
- 3** The existing plan manager will transfer the ISA funds and corresponding paperwork to us, once we have received this the funds will be deposited into the new account, including notes of the tax year that the funds are applied to.
- 4** We will send you confirmation of the account balance and account information.

Please send your completed forms to: **Castle Trust Bank, PO Box 6965, Basingstoke, RG24 4XE**

Please take care to complete the forms fully; any incomplete or inaccurate information provided may result in your application being delayed or rejected.