

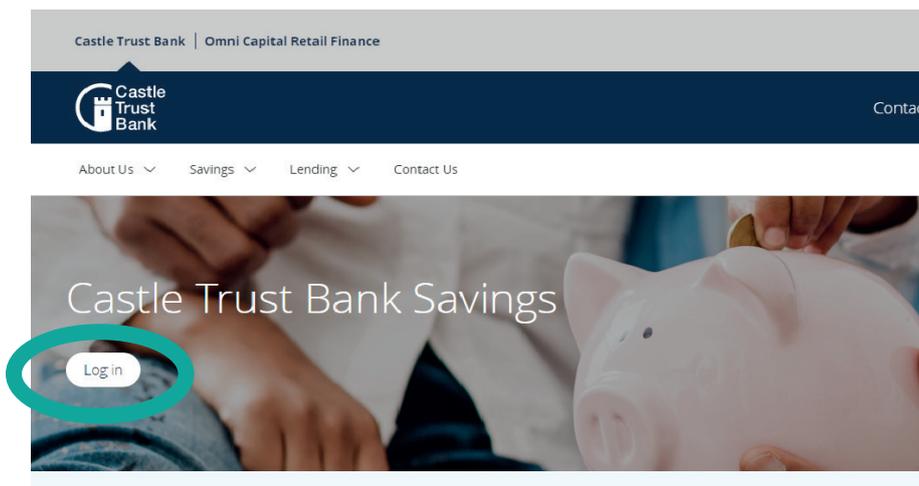
Placing your maturity instructions online

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

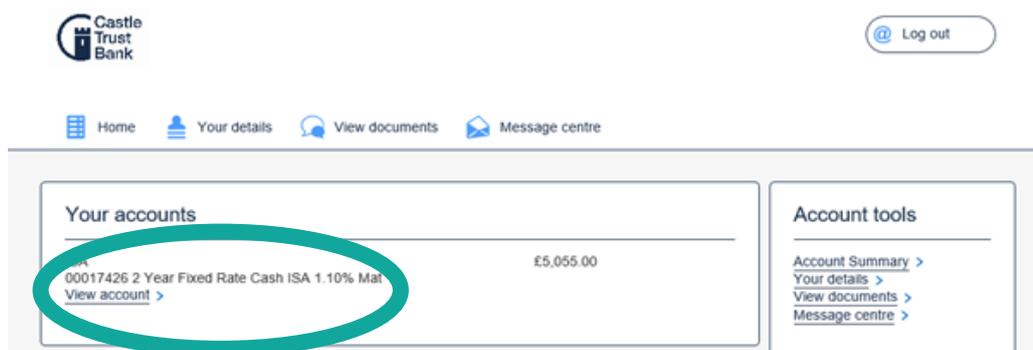
Log in to the Self Service Portal. You can find the link on the Savings pages of our our website.



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

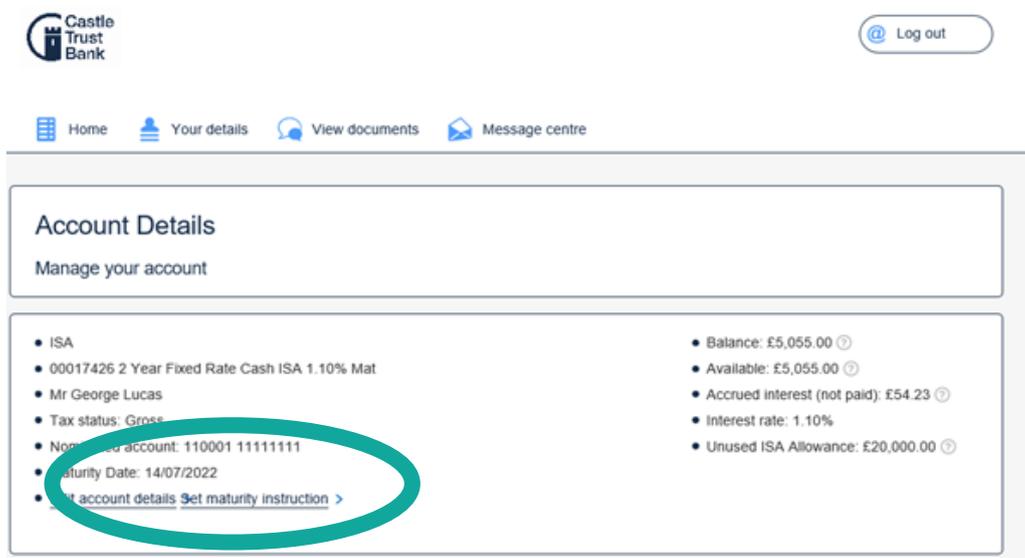
Step 2

Select your maturing account by clicking 'View account'.



Step 3

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



Castle Trust Bank

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Account Details

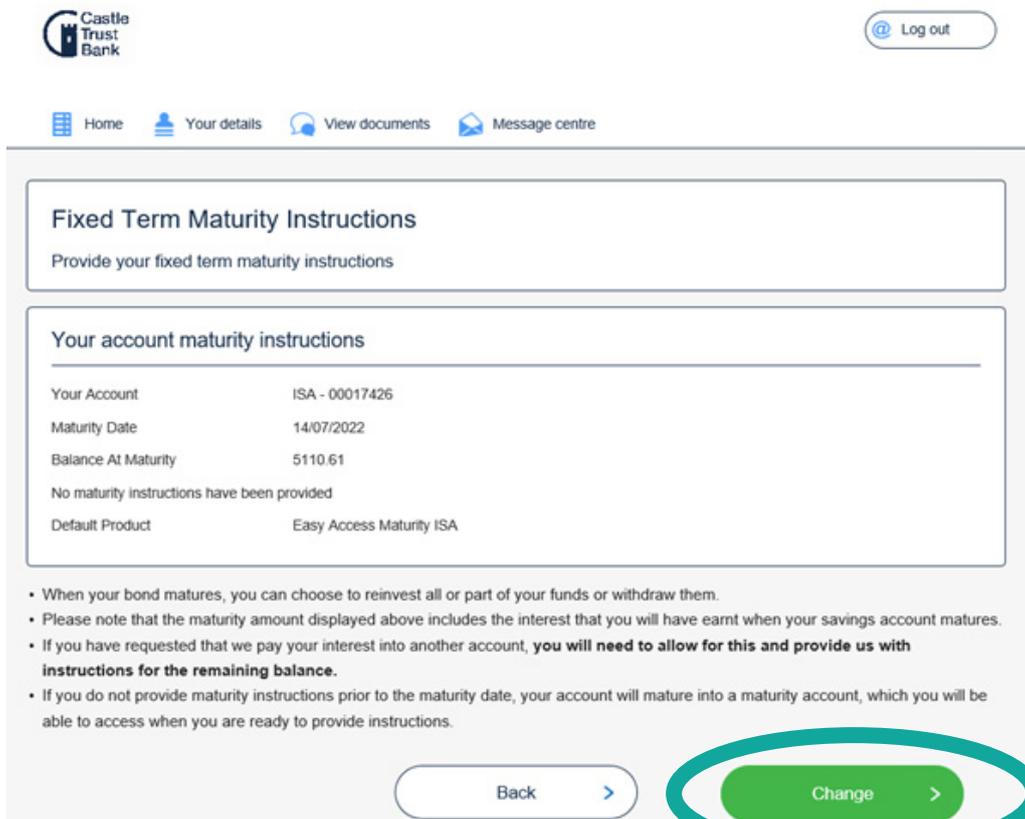
Manage your account

- ISA
- 00017426 2 Year Fixed Rate Cash ISA 1.10% Mat
- Mr George Lucas
- Tax status: Gross
- Non-linked account: 110001 11111111
- Maturity Date: 14/07/2022
- [View account details](#) [Set maturity instruction >](#)

- Balance: £5,055.00
- Available: £5,055.00
- Accrued interest (not paid): £54.23
- Interest rate: 1.10%
- Unused ISA Allowance: £20,000.00

Step 4

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



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Fixed Term Maturity Instructions

Provide your fixed term maturity instructions

Your account maturity instructions

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

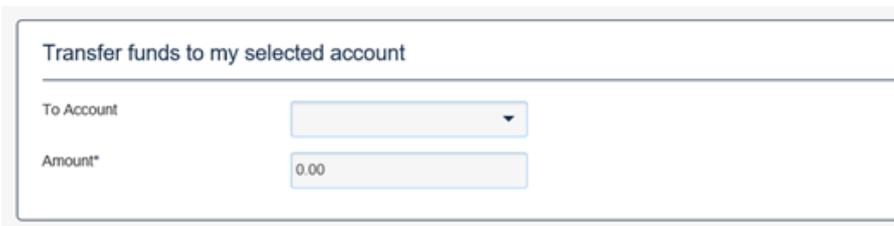
- When your bond matures, you can choose to reinvest all or part of your funds or withdraw them.
- Please note that the maturity amount displayed above includes the interest that you will have earned when your savings account matures.
- If you have requested that we pay your interest into another account, **you will need to allow for this and provide us with instructions for the remaining balance.**
- If you do not provide maturity instructions prior to the maturity date, your account will mature into a maturity account, which you will be able to access when you are ready to provide instructions.

[Back >](#) [Change >](#)

Step 5

You can then choose your preferred option. Either:

Transfer funds to a selected account:

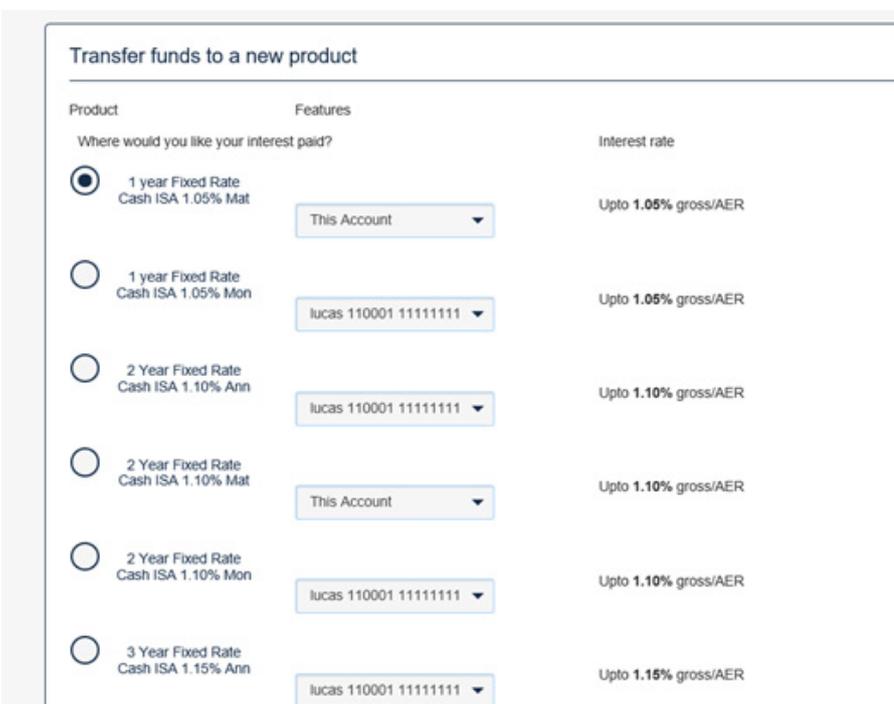


The screenshot shows a form titled "Transfer funds to my selected account". It has two input fields: "To Account" with a dropdown menu and "Amount*" with a text box containing "0.00".

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

OR

Transfer funds to a new account:

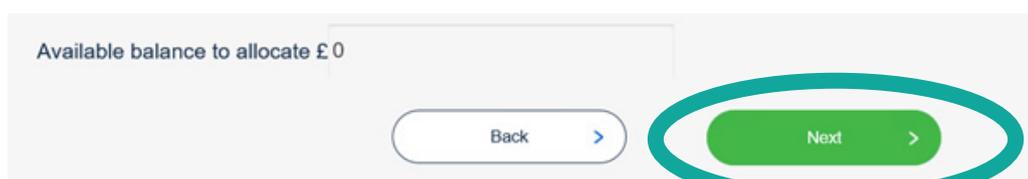


The screenshot shows a form titled "Transfer funds to a new product". It features a table with columns for "Product", "Features", and "Interest rate". The "Product" column lists various fixed rate Cash ISA options (1 year, 2 year, 3 year). The "Features" column includes a "Where would you like your interest paid?" dropdown menu. The "Interest rate" column shows rates like "Upto 1.05% gross/AER" and "Upto 1.15% gross/AER".

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.

PLEASE NOTE: You need to allocate all of the balance at maturity to be able to submit your instruction. The 'Available balance to allocate' towards the bottom of the page will show you if there are any funds yet to be allocated. If this number 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 at maturity, click 'Next' at the bottom of the page.



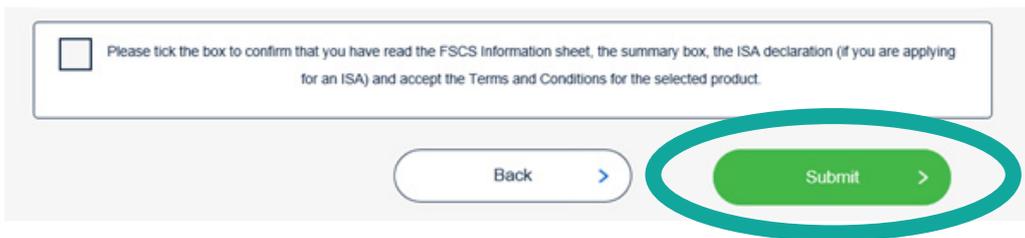
The screenshot shows a text box labeled "Available balance to allocate £0". Below it are two buttons: "Back" and "Next". The "Next" button is highlighted with a red oval.

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 following 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 arrow, and a green "Submit" button with a right-pointing arrow. The "Submit" button is circled in red.

You'll then be shown confirmation of your instructions. We'll do everything from here, so you can sit back and wait for your account to mature.

Castle Trust is the trading name of both Castle Trust Capital plc (company number 07454474) and Castle Trust Capital Management Limited (company number 07504954) both registered in England and Wales with registered offices at 10 Norwich Street, London, EC4A 1BD. Castle Trust Capital plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, under reference number 541910. Castle Trust Capital Management Limited is authorised and regulated by the Financial Conduct Authority, under reference number 541893.