

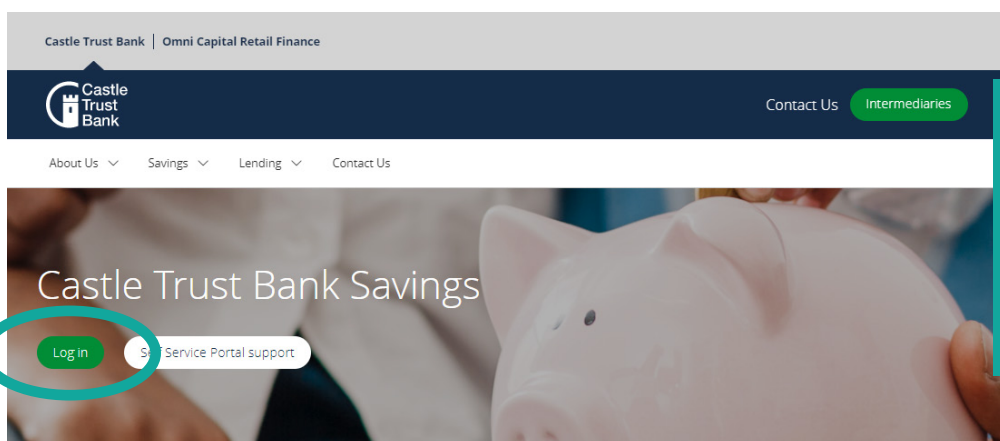
Placing your maturity instructions online

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

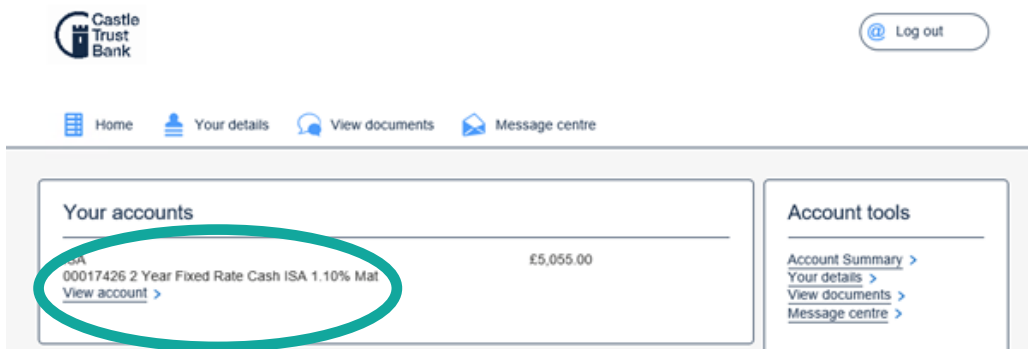
Log in to the Self Service Portal. You can find the link on the Savings pages of our our website.



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

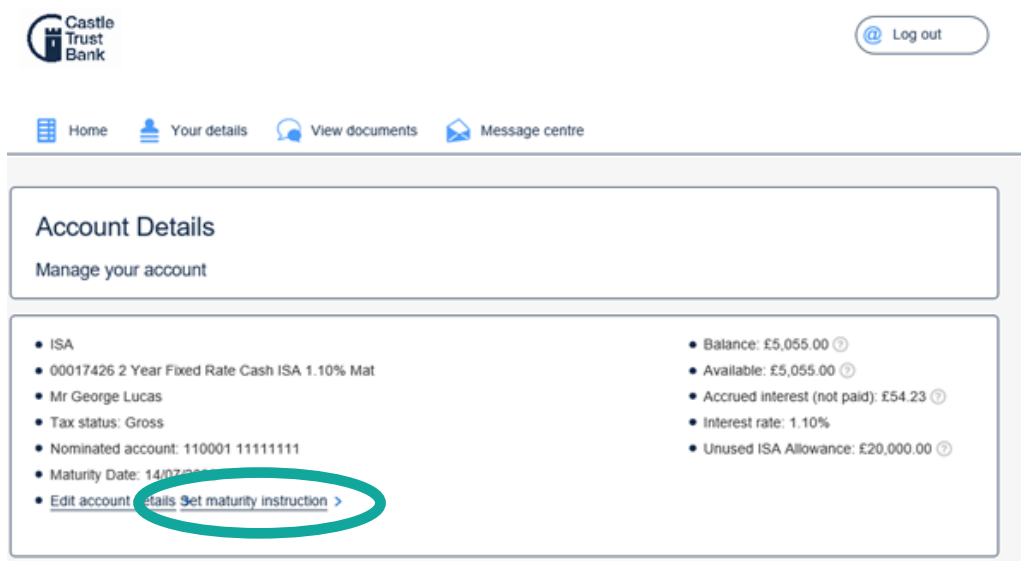
Step 2

Select your maturing account by clicking 'View account'.



Step 3

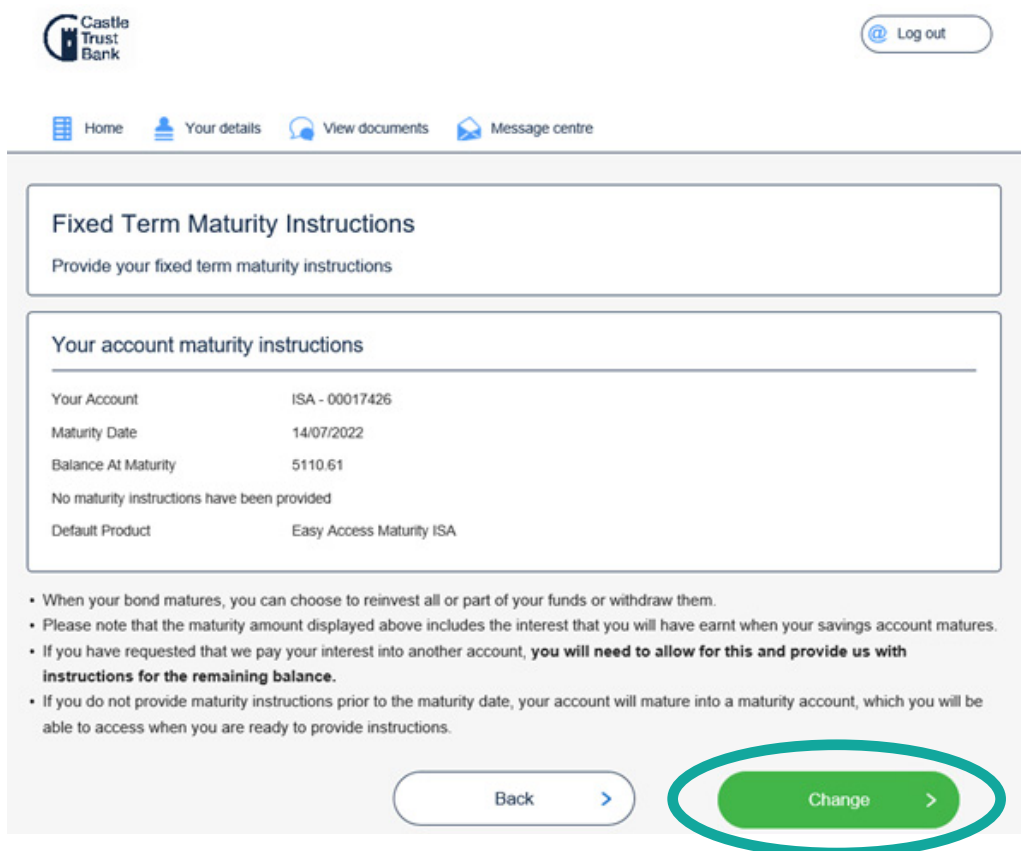
You'll then be able to see the details for your maturing account. Click 'Set maturity instruction'.



The screenshot shows the 'Account Details' page for a Castle Trust Bank account. The page header includes the bank logo, a 'Log out' button, and navigation links for Home, Your details, View documents, and Message centre. The main content area is titled 'Account Details' and 'Manage your account'. It lists account information such as '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 highlighted with a red circle. To the right, account statistics are listed: 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. The page header includes the bank logo, a 'Log out' button, and navigation links for Home, Your details, View documents, and Message centre. The main content area is titled 'Fixed Term Maturity Instructions' and 'Provide your fixed term maturity instructions'. Below this, there is a section titled 'Your account maturity instructions' which contains a table with the following details:

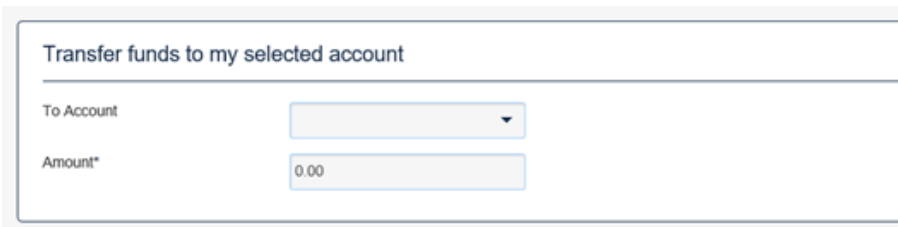
Your Account	ISA - 00017426
Maturity Date	14/07/2022
Balance At Maturity	5110.61
No maturity instructions have been provided	
Default Product	Easy Access Maturity ISA

Below the table, there are four bullet points providing instructions on how to handle the maturity. At the bottom of the page, there are two buttons: 'Back' and 'Change'. The 'Change' button is highlighted with a red circle.

Step 5

You can then choose your preferred option. Either:

Transfer funds to a selected account:



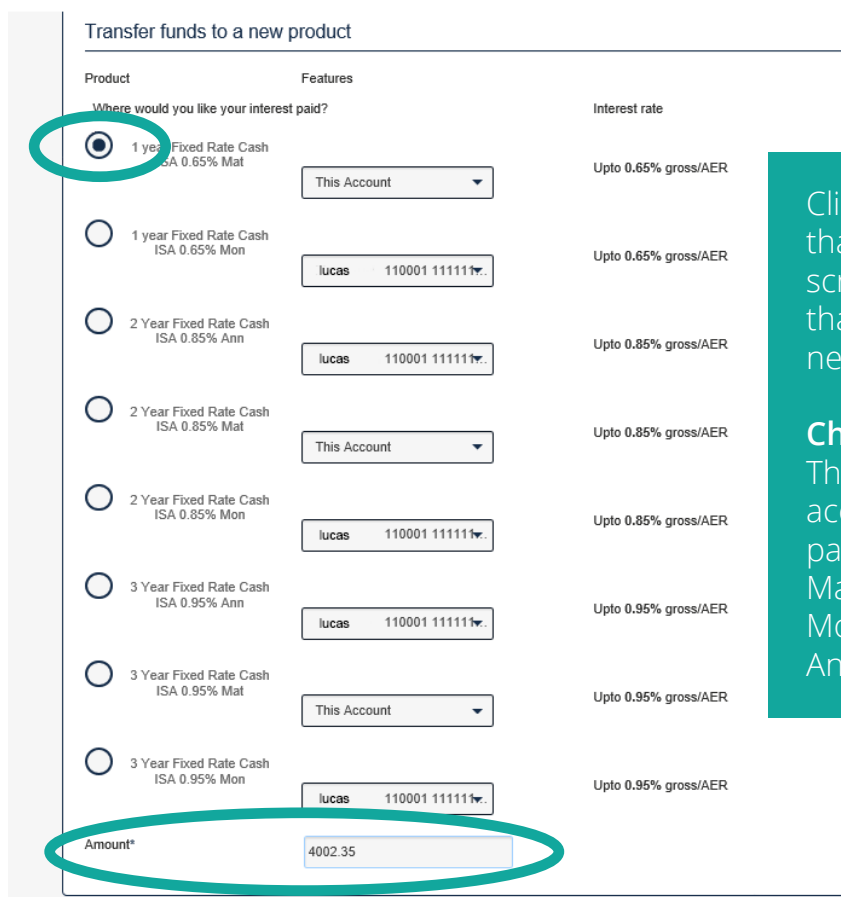
Transfer funds to my selected account

To Account

Amount*

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

OR Transfer funds to a new account:



Transfer funds to a new product

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*

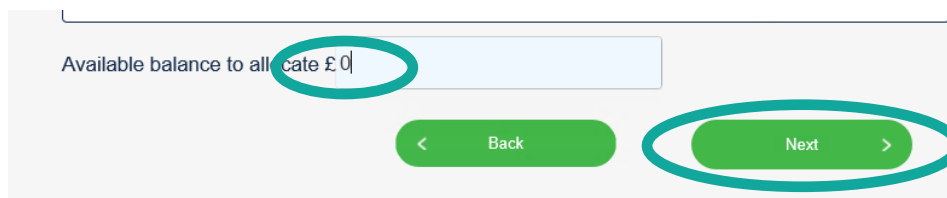
Click the button next to the account that you would like to open, then scroll down and enter the amount that you would like to transfer to the new account.

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.



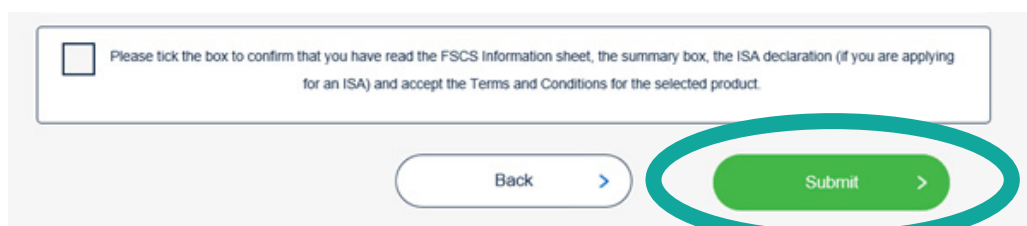
Available balance to allocate

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

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.

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.