

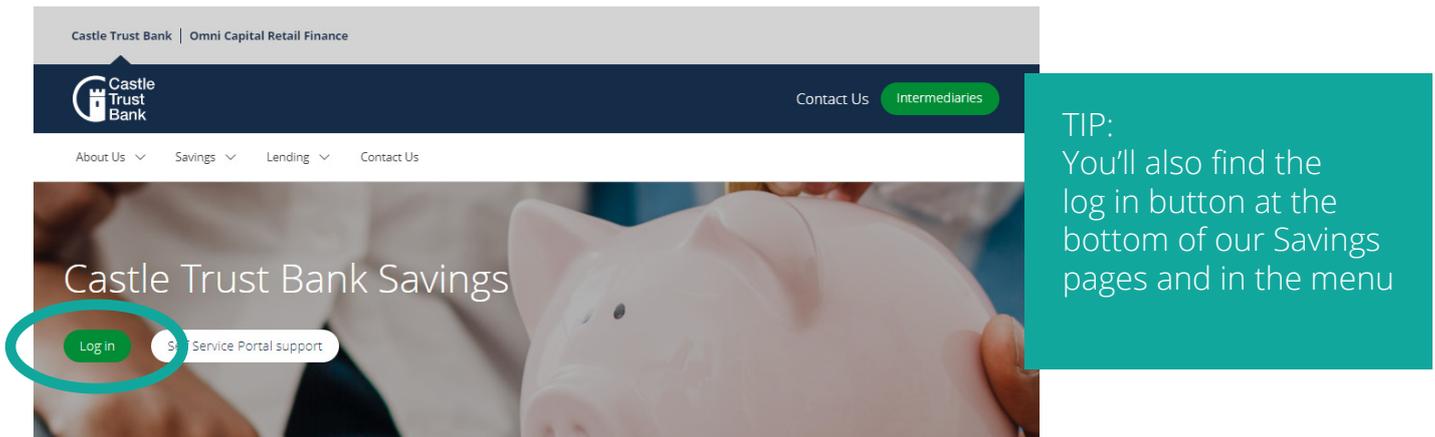
# Placing your maturity instructions online

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:

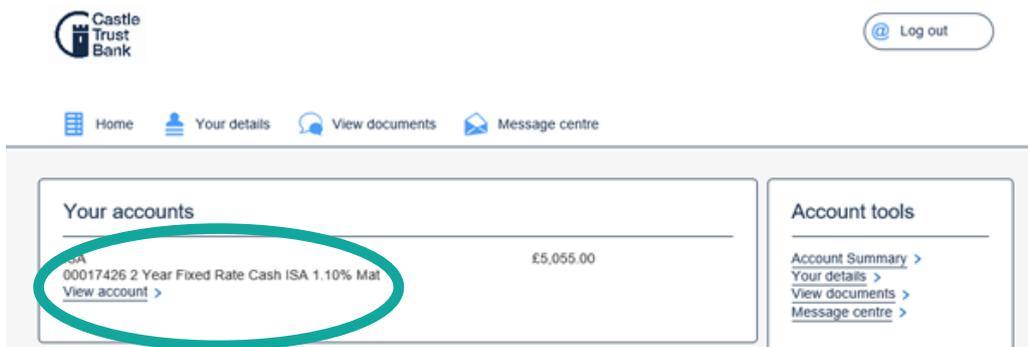
## Step 1

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



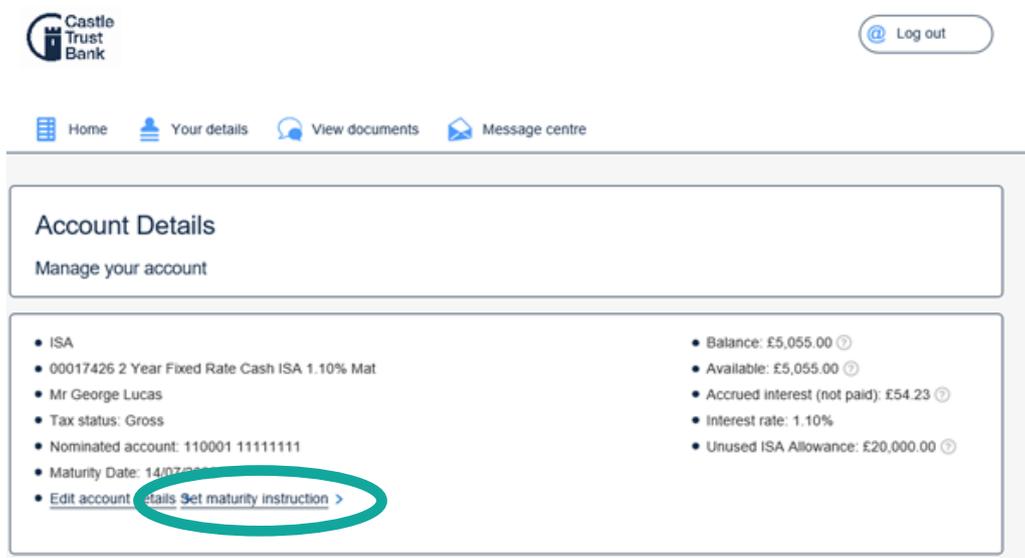
## Step 2

Select your maturing account by clicking 'View account'.



### Step 3

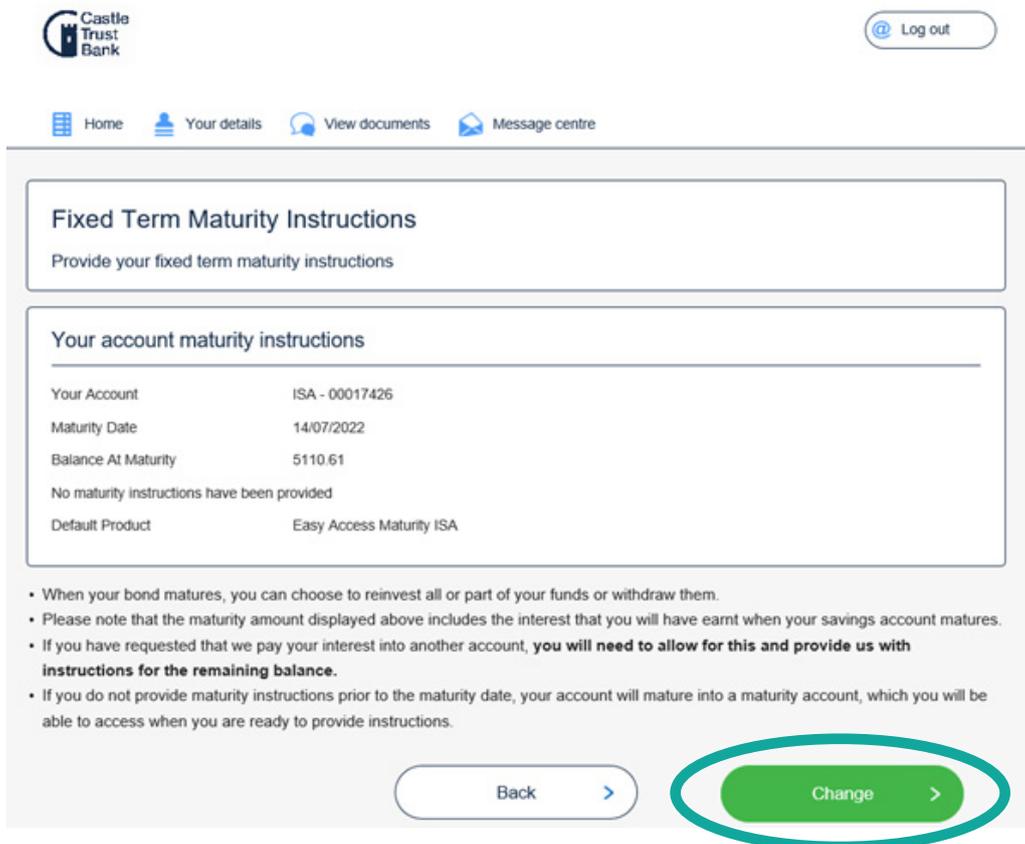
You'll then be able to see the details for your maturing account. Click 'Set maturity instruction'.



The screenshot shows the 'Account Details' page for a Castle Trust Bank account. The page 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 green. To the right, financial details 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. 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 green.

## 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"/> 1Yr Fixed Rate e-Cash ISA 4.25% Maturity	<input type="text" value="This Account"/>	Upto 4.25% gross/AER
<input type="radio"/> 2Yr Fixed Rate e-Cash ISA 4.30% Maturity	<input type="text" value="This Account"/>	Upto 4.30% gross/AER
<input type="radio"/> 3Yr Fixed Rate e-Cash ISA 4.10% Maturity	<input type="text" value="This Account"/>	Upto 4.10% gross/AER
<input type="radio"/> 5Yr Fixed Rate e-Cash ISA 2.90% Maturity	<input type="text" value="This Account"/>	Upto 2.90% 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.

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.

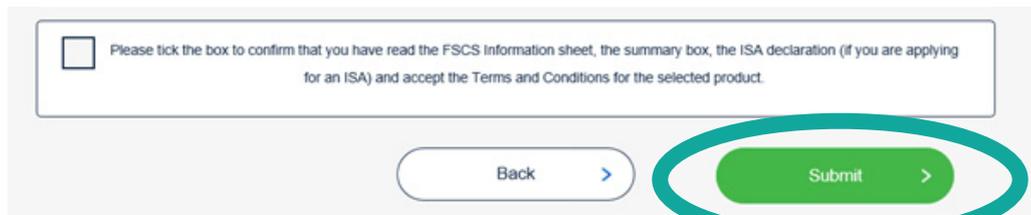
Available balance to allocate

## 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

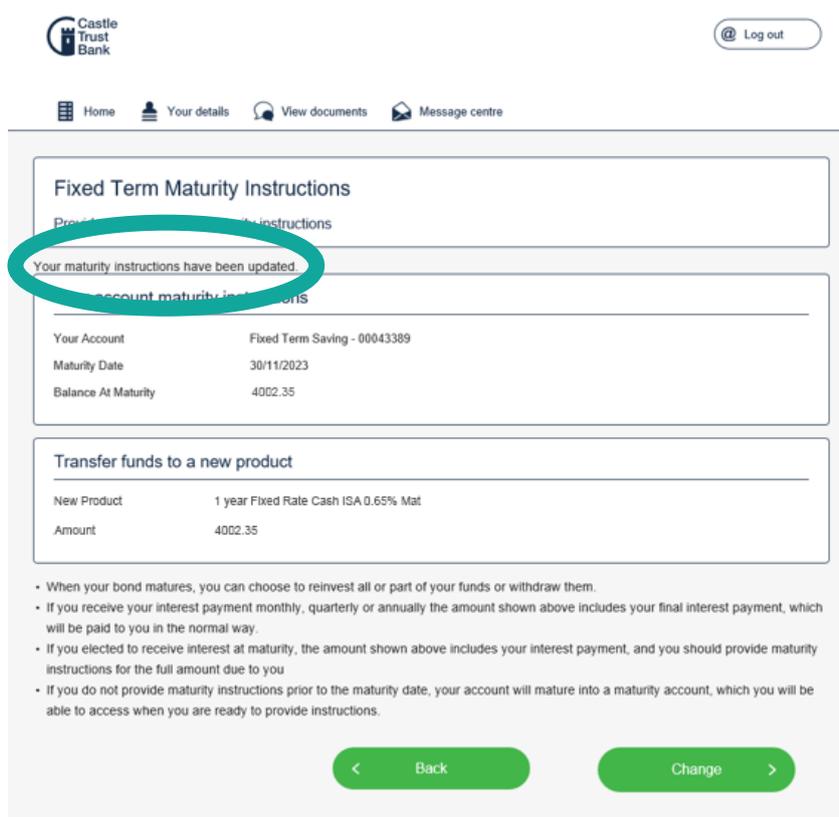
Tick the box to confirm that you have read the downloads and click 'Submit'.



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.

Back > Submit >

After you have pressed Submit, you will be taken back to the Fixed Term Maturity Instructions page. 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.



Castle Trust Bank Log out

Home Your details View documents Message centre

### Fixed Term Maturity Instructions

Your maturity instructions have been updated.

Your Account	Fixed Term Saving - 00043389
Maturity Date	30/11/2023
Balance At Maturity	4002.35

### Transfer funds to a new product

New Product	1 year Fixed Rate Cash ISA 0.65% Mat
Amount	4002.35

- When your bond matures, you can choose to reinvest all or part of your funds or withdraw them.
- If you receive your interest payment monthly, quarterly or annually the amount shown above includes your final interest payment, which will be paid to you in the normal way.
- If you elected to receive interest at maturity, the amount shown above includes your interest payment, and you should provide maturity instructions for the full amount due to you
- 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

**TIP:**  
If you see this message, your instruction has been successfully registered.

If you change your mind, you can edit your instruction up until 11 pm 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.