



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

If you want to transfer money you've invested in an ISA during the current year, we are only able to accept a full transfer. 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.
- 2 Within the journey of opening a new account, you will be asked if you wish to transfer your existing ISA. Select 'Yes' and follow the further instructions.

The screenshot shows the Castle Trust Bank logo in the top left and a green '@ Contact us' button in the top right. Below the logo is a progress bar with seven steps: 1, 2, 3, 4, 5, 6, and 7. Steps 1, 2, and 3 are marked with blue checkmarks. Step 4 is highlighted with a dark blue background and white text, labeled '4 ISA Transfer In'. Steps 5, 6, and 7 are marked with blue circles. Below the progress bar is a form titled 'Existing ISA Transfer'. Inside the form, the question 'Do you wish to transfer your existing ISA to Castle Trust Bank?' is displayed. Below the question are two buttons: 'Yes' (dark blue) and 'No' (light blue). At the bottom of the form are three green buttons: 'Cancel' (with a left arrow), 'Previous' (with a left arrow), and 'Continue' (with a right arrow).

- 3 At the end of the journey, complete the 'Source of funds' field as 'Matured savings/investments' then click 'Submit application' to continue. Rest assured, as you have previously stated you will be transferring an ISA, you will not need to fund from your nominated account, unless you would like to use your current Tax Year allowance.
- 4 Please note, if your current ISA provider is not on the electronic ISA Transfer system, we will email you a form to complete. Please fill this in and return to us.
- 5 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.
- 6 We will send you confirmation once your transfer has been completed, via secure message.

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

- 1 Complete a Fixed Rate Cash ISA application form and send this to us in the post. You can find this on the Downloads page on our website, alternatively please call us and we can post this to you.
- 2 Upon receipt of your completed form, 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 via secure message once your transfer is complete.

For more information on ISAs, please refer to the **Help and FAQs** or **ISA** pages on the Castle Trust Bank website.

If you have any issues with transferring your ISA, please send a **secure message**, email us at **savings@castletrust.co.uk** or call us on **0808 164 5000**.