

Fixed Rate Cash ISA

Key Facts Document and FSCS Information Sheet

The Financial Conduct Authority is a financial services regulator. It requires us, Castle Trust Bank, to give you this important information to help you to decide whether our Fixed Rate Cash ISA is right for you. You should read this document carefully so that you understand what you are buying, and then keep it safe for future reference.

Summary Box

This Summary Box information sheet sets out the key information you need to know about your Fixed Rate Cash ISA. This forms part of our agreement with you, together with the General Terms and Conditions and the Fixed Rate Terms and Conditions. Please keep it for future reference.

| Summary Box | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|-------|---------------|------|-------------|--------|-------------|-------|-------|--------|----------|-------|-------|-------------|-------|-------|--------|----------|-------|-------|-------------|-------|-------|--------|----------|-------|-------|-------------|-------|-------|
| Account name | Fixed Rate Cash ISA | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| What is the interest rate? | <table border="1"> <thead> <tr> <th>Term</th> <th>Interest paid</th> <th>AER*</th> <th>Gross p.a.*</th> </tr> </thead> <tbody> <tr> <td>1 year</td> <td>At maturity</td> <td>1.02%</td> <td>1.02%</td> </tr> <tr> <td rowspan="2">2 year</td> <td>Annually</td> <td>1.20%</td> <td>1.20%</td> </tr> <tr> <td>At maturity</td> <td>1.20%</td> <td>1.20%</td> </tr> <tr> <td rowspan="2">3 year</td> <td>Annually</td> <td>1.35%</td> <td>1.35%</td> </tr> <tr> <td>At maturity</td> <td>1.36%</td> <td>1.35%</td> </tr> <tr> <td rowspan="2">5 year</td> <td>Annually</td> <td>1.50%</td> <td>1.50%</td> </tr> <tr> <td>At maturity</td> <td>1.51%</td> <td>1.50%</td> </tr> </tbody> </table> <p>Interest is calculated daily and paid monthly, annually or at maturity. You will start earning interest once your account balance reaches £1,000.</p> <p>Accounts with interest paying at maturity will have their interest paid into your Castle Trust Bank savings account on the day of maturity. For accounts with monthly or annual payments, interest payments will be paid out into your nominated account or another eligible Castle Trust Bank account held in your name; accounts with annual payments will pay interest out on the anniversary of the account being opened and at maturity, accounts with monthly payments will pay interest on the last calendar of each month and at maturity.</p> <p>*The Annual Equivalent Rate (AER) illustrates what the interest rate would be if interest was paid and compounded once each year, and it makes it easier for you to compare savings accounts. Gross p.a. is the interest rate without tax deducted.</p> | Term | Interest paid | AER* | Gross p.a.* | 1 year | At maturity | 1.02% | 1.02% | 2 year | Annually | 1.20% | 1.20% | At maturity | 1.20% | 1.20% | 3 year | Annually | 1.35% | 1.35% | At maturity | 1.36% | 1.35% | 5 year | Annually | 1.50% | 1.50% | At maturity | 1.51% | 1.50% |
| Term | Interest paid | AER* | Gross p.a.* | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 year | At maturity | 1.02% | 1.02% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2 year | Annually | 1.20% | 1.20% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | At maturity | 1.20% | 1.20% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 3 year | Annually | 1.35% | 1.35% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | At maturity | 1.36% | 1.35% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 5 year | Annually | 1.50% | 1.50% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | At maturity | 1.51% | 1.50% | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Can Castle Trust Bank change the interest rate? | <p>Castle Trust Bank will not change the interest rate for the duration of the term of your Fixed Rate Cash ISA.</p> <p>Your Fixed Rate Cash ISA will benefit from 'Our Best Rate Promise', which means if we increase the interest rate for the product you have applied for at any point in the 14 days following the opening of your account, you will automatically receive the higher rate. If we reduce rates don't worry, you will still receive the same rate that you applied for. If our rates do change, you do not need to contact us, we will do everything and then send you confirmation of the new terms applicable to your Fixed Rate Cash ISA.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

What would the estimated balance be on the date the Fixed Rate Cash ISA matures based on a £1,000 deposit?

On a deposit of £1,000, the estimated balance would be:

| Term | Interest paid | Initial deposit | Estimated balance | Total interest payable |
|--------|---------------|-----------------|-------------------|------------------------|
| 1 year | At maturity | £1,000 | £1,010.20 | £10.20 |
| 2 year | Annually | £1,000 | £1,024.00 | £24.00 |
| | At maturity | £1,000 | £1,024.14 | £24.14 |
| 3 year | Annually | £1,000 | £1,040.50 | £40.50 |
| | At maturity | £1,000 | £1,041.05 | £41.05 |
| 5 year | Annually | £1,000 | £1,075.00 | £75.00 |
| | At maturity | £1,000 | £1,077.28 | £77.28 |

The estimated balances are for illustration only and are based on:

- interest calculated daily and paid monthly, annually or at maturity,
- the date on which the Fixed Rate Cash ISA matures,
- the assumption that the Fixed Rate Cash ISA is not closed before the end of the fixed term.

How do I open and manage my account?

Fixed Rate Cash ISAs are currently exclusively available to existing customers.

To apply for a Fixed Rate Cash ISA you must:

- be aged 18 or older,
- be a UK resident,
- have a National Insurance number,
- have a UK mobile number and a valid email address,
- have a UK based current account in the name of the account holder.

You can apply for a Fixed Rate Cash ISA online, by phone or by post. A Fixed Rate Cash ISA can have one account holder and you can only subscribe to one cash ISA in a tax year. You can save up to £20,000 based on the 2022/23 tax year allowance.

ISA Transfers are acceptable, subject to this funding method being available at the time of application. Please check our website for current availability.

When you open your account, you will have a 14 day funding window to make your deposit(s) to meet the minimum value of £1,000 up to the maximum value of £500,000, after this time you will not be able to make any further deposits. If we have not received a deposit within the 14 day funding window, your account will be closed.

You can manage your account using the Self Service Portal, the mobile app, by phone or by post.

Can I withdraw money?

This account has a fixed term, so you can only withdraw your money without incurring any charges at the end of the fixed term (also known as 'maturity').

You are permitted to withdraw the full amount (including transferring to another ISA provider)

but this is subject to a loss of interest (known as the early exit charge). The early exit charges are dependent on the fixed rate term, they are: **1 year = 90 days' interest, 18 months = 90 days' interest, 2 year = 180 days' interest, 3 year = 270 days' interest, 5 years = 360 days' interest.**

To request a withdrawal, please call us on 0808 164 5000 Monday to Friday, 9am to 5pm or send a Secure Message using the Self Service Portal.

The maturity date is determined by the fixed term selected and the date you opened your account.

Additional information

You have the right to cancel your account during the 14 days from your account opening date, we call this the "Cooling Off Period". You don't need to give us a reason and we won't charge you a cancellation fee, however, if you cancel your account during the Cooling Off Period, you won't receive any interest on your deposit for the time it was in your Fixed Rate Cash ISA.

We will write to you before your maturity date to explain the options available to you so you can tell us what you want us to do with your money. If your Fixed Rate Cash ISA matures and we have not received an instruction from you, an Easy Access Maturity ISA will be opened for you.

Interest is paid at the Gross Rate (tax free).

Should you need to make a complaint, you can do so by contacting us by phone, post, or by sending us a Secure Message through our Self Service Portal. Our Complaints procedure can be found on the Savings Documents page.



Protected

Your eligible deposits with Castle Trust Bank are protected up to a total of £85,000 by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered.

For further information about the compensation provided by the FSCS, refer to the FSCS website at [fscs.org.uk](https://www.fscs.org.uk).

Financial Services Compensation Scheme Information Sheet

| Basic information about the protection of your eligible deposits | |
|---|---|
| Eligible deposits in Castle Trust Capital plc are protected by: | The Financial Services Compensation Scheme ("FSCS") ¹ |
| Limit of protection: | £85,000 per depositor per bank ² The following trading names are part of your bank: "Castle Trust Bank" and "Castle Trust". |
| If you have more eligible deposits at the same bank: | All your eligible deposits at the same bank are "aggregated" and the total is subject to the limit of £85,000. ² |
| If you have a joint account with other person(s): | The limit of £85,000 applies to each depositor separately. ³ |
| Reimbursement period in case of bank's failure: | 20 working days. ⁴ |
| Currency of reimbursement: | Pound sterling (GBP, £). |
| To contact Castle Trust Capital plc for enquiries relating to your account: | Castle Trust Bank Freephone: 0808 164 5000 (Monday to Friday, 9am to 5pm) Post: Castle Trust Bank, PO Box 6965, Basingstoke RG24 4XE Email: savings@castletrust.co.uk |
| To contact the FSCS for further information on compensation: | Financial Services Compensation Scheme 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU Tel: 0800 678 1100 or 020 7741 4100 Email: ict@fscs.org.uk |
| More information: | http://www.fscs.org.uk |

Additional information

1. Scheme responsible for the protection of your eligible deposit

Your eligible deposit is covered by a statutory Deposit Guarantee Scheme. If insolvency of your bank, building society or credit union should occur, your eligible deposits would be repaid up to £85,000 by the Deposit Guarantee Scheme.

2. General limit of protection

If a covered deposit is unavailable because a bank, building society or credit union is unable to meet its financial obligations, depositors are repaid by a Deposit Guarantee Scheme. This repayment covers a maximum of £85,000 per bank, building society or credit union. This means that all eligible deposits at the same bank, building society or credit union are added up in order to determine the coverage level. If, for instance a depositor holds a savings account with £80,000 and a current account with £20,000, he or she will only be repaid £85,000.

This method will also be applied if a bank, building society or credit union operates under different trading names. Castle Trust Capital plc also trades under Castle Trust Bank and Castle Trust. This means that all eligible deposits with one or more of these trading names are in total covered up to £85,000.

In some cases eligible deposits which are categorised as "temporary high balances" are protected above £85,000 for six months after the amount has been credited or from the moment when such eligible deposits become legally transferable. These are eligible deposits connected with certain events including:

- (a) certain transactions relating to the depositor's current or prospective only or main residence or dwelling;
- (b) a death, or the depositor's marriage or civil partnership, divorce, retirement, dismissal, redundancy or invalidity;
- (c) the payment to the depositor of insurance benefits or compensation for criminal injuries or wrongful conviction.

More information can be obtained under <http://www.fscs.org.uk>

3. Limit of protection for joint accounts

In case of joint accounts, the limit of £85,000 applies to each depositor.

However, eligible deposits in an account to which two or more persons are entitled as members of a business partnership, association or grouping of a similar nature, without legal personality, are aggregated and treated as if made by a single depositor for the purpose of calculating the limit of £85,000.

4. Reimbursement

The responsible Deposit Guarantee Scheme is the Financial Services Compensation Scheme, 10th Floor Beaufort House, 15 St Botolph Street, London, EC3A 7QU
Tel: 0800 678 1100 or 020 7741 4100
Email: ict@fscs.org.uk

It will repay your eligible deposits (up to £85,000) within 20 working days until 31 December 2018; within 15 working days from 1 January 2019 until 31 December 2020; within 10 working days from 1 January 2021 to 31 December 2023; and within 7 working days from 1 January 2024 onwards, save where specific exceptions apply.

Where the FSCS cannot make the repayable amount available within 7 working days, it will, from 1 June 2016 until 31 December 2023, ensure that you have access to an appropriate amount of your covered deposits to cover the cost of living (in the case of a depositor which is an individual) or to cover necessary business expenses or operating costs (in the case of a depositor which is not an individual or a large company) within 5 working days of a request.

If you have not been repaid within these deadlines, you should contact the Deposit Guarantee Scheme since the time to claim reimbursement may be barred after a certain time limit. Further information can be obtained under <http://www.fscs.org.uk>

Other important information

In general, all retail depositors and businesses are covered by Deposit Guarantee Schemes. Exceptions for certain deposits are stated on the website of the responsible Deposit Guarantee Scheme. Your bank, building society or credit union will also inform you of any exclusions from protection which may apply. If deposits are eligible, the bank, building society or credit union shall also confirm this on the statement of account.

FSCS Exclusion List

A deposit is excluded from protection if:

(1) The holder and any beneficial owner of the deposit have never been identified in accordance with money laundering requirements.

For further information, contact your bank, building society or credit union.

(2) The deposit arises out of transactions in connection with which there has been a criminal conviction for money laundering.

(3) It is a deposit made by a depositor which is one of the following:

- credit institution
- financial institution
- investment firm
- insurance undertaking
- reinsurance undertaking
- collective investment undertaking
- pension or retirement fund¹
- public authority, other than a small local authority.

(4) It is a deposit of a credit union to which the credit union itself is entitled.

(5) It is a deposit which can only be proven by a financial instrument² unless it is a savings product which is evidenced by a certificate of deposit made out to a named person and which existed in the UK, Gibraltar or a Member State of the EU on 2 July 2014).

(6) It is a deposit of a collective investment scheme which qualifies as a small company.³

(7) It is a deposit of an overseas financial services institution which qualifies as a small company.⁴

(8) It is a deposit of certain regulated firms (investment firms, insurance undertakings and reinsurance undertakings) which qualify as a small business or a small company⁵ refer to the FSCS for further information on this category.

(9) It is not held by an establishment of a bank, building society or credit union in the UK or, in the case of a bank or building society incorporated in the UK, it is not held by an establishment in Gibraltar.

For further information about exclusions, refer to the FSCS website at www.fscs.org.uk

¹ Deposits by personal pension schemes, stakeholder pension schemes and occupational pension schemes of micro, small and medium sized enterprises are not excluded

² As listed in Part I of Schedule 2 to the Financial Services and Markets Act 2000 (Regulated Activities) Order 2001, read with Part 2 of that Schedule

³ Under the Companies Act 1985 or Companies Act 2006

⁴ See footnote 3

⁵ See footnote 3