

Additional Allowance ISA

The Financial Conduct Authority is the independent financial services regulator. It requires us, Britannia, to give you this important information to help you to decide whether our Additional Allowance 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.

The government announced that, from 3 December 2014, if an ISA investor in a marriage or civil partnership dies, their spouse/civil partner can inherit their ISA tax advantages even if the funds have been left to someone else.

From 6 April 2015, the surviving spouse/civil partner has been able to invest up to the balance of their spouse/civil partner's ISAs, as at the date of death, on top of their own annual ISA allowance and so increase their tax-free[#] allowance.

This leaflet explains what the regulations permit, and how we can help you take advantage of the additional tax-free[#] allowance. The box below explains what the key phrases in this document mean and will help you to understand what options you have and how our Additional Allowance ISA works.

If your Spouse/Civil partner died on or before 5 April 2018 the following options are available and will apply.

It is important that you read this information before making a decision about what you wish to do with your Additional Allowance.

Key phrases used in this document:

Balance at date of death	The balance in the account(s) plus interest earned up to the date of death. Interest earned on any ISA is paid tax-free [#] up to the date of death.
Additional Allowance	The total amount in your deceased spouse or civil partner's ISAs with us at the date of their death. This is the maximum amount that you're allowed to pay into an Additional Allowance ISA with us.
Additional Permitted Subscription	Any payment(s) you make towards the Additional Allowance you have inherited.

How do I know if I have an Additional Allowance?

You will have an Additional Allowance if:

- you are the surviving spouse or civil partner and your late spouse/civil partner held money in an ISA and,
- you were living together at the time of their death and not separate, under a court order or deed of separation and,
- your late spouse/civil partner passed away on or after 3 December 2014.

You do not have to be a UK resident to be able to use your Additional Allowance. However, we only open savings accounts for UK residents, so if you are a non-UK resident, you may be able to transfer your allowance to an ISA provider that does open savings accounts for non-UK residents.

How much will my Additional Allowance be?

The value of your Additional Allowance will be equal to the value of the deceased's ISA as at their date of death.

This is in addition to and separate from your own annual ISA allowance.

You will have an Additional Allowance (also known as Additional Permitted Subscription Allowance) with each ISA provider that your late spouse/civil partner held ISAs with. So you may also want to speak to those providers too.

How can I find out what my Additional Allowance is?

You will need to ask us to tell you what your Additional Allowance is by contacting us on **0800 132 304 (8am to 8pm Monday to Friday, 8am to 12 midday Saturdays)** or visiting a local branch.

You will need to inform us first that your spouse/civil partner has died. You can do this by visiting a branch or sending the death certificate to us.

Once we've received this, we will calculate your Additional Allowance and send this information to you in writing at your address.

What are my options for using my Additional Allowance?

If your deceased spouse/civil partner held ISA accounts elsewhere, there will be an Additional Allowance with each of those. On registration of death each ISA provider should tell you what your Additional Allowance is. Because you have the option to use the Additional Allowance with the ISA provider holding the deceased's ISA account or to transfer the Additional Allowance to an ISA provider of your choice (subject to terms and conditions) you need to make a decision regarding what you want to do with the total Additional Allowance.

There are two ways to use the Additional Allowance:

1. You make Additional Permitted Subscriptions with the ISA provider (or each of the ISA providers) who held the deceased's ISA.

If the ISA was held with The Co-operative Bank, smile or Britannia, you can open an Additional Allowance ISA with us and make all Additional Permitted Subscriptions towards the total Additional Allowance you have with us.

If the ISAs were also held with another provider, you'll be able to make all Additional Permitted Subscriptions with the other provider as well.

As soon as you open an account and make an Additional Permitted Subscription towards the Additional Allowance with the provider where the ISA was held, all subsequent Additional Permitted Subscriptions must only be made with this provider.

For example, your spouse could have held £10,000 in an ISA with us and £10,000 in an ISA elsewhere. You could open an Additional Allowance ISA with us and pay in up to £10,000. And you can use your Additional Allowance with the other provider, and pay in up to £10,000 with them.

2. You transfer the Additional Allowance value to an ISA provider of your choice as long as they will accept the transfer of the Additional Allowance value.

If you wish to transfer your Additional Allowance to another ISA provider, you must not have opened an account/made an Additional Permitted Subscription with the provider where the ISA was held. You will need to ask the new provider to arrange the transfer of the Additional Allowance to them. Once you have opened an account and made an Additional Permitted Subscription there, your Additional Allowance will stay with this provider and you will need to make all Additional Permitted Subscriptions to this account.

For example, your spouse could have held £10,000 in an ISA with us and £10,000 in an ISA elsewhere.

You could transfer the £10,000 Additional Allowance you have with us to the other provider (as long as they accept transfers in of Additional Allowances). You could then use your total Additional Allowance and pay in up to £20,000 with the other provider.

What you wouldn't be able to do is pay £5,000 with us and pay in/transfer the remaining £5,000 to another provider.

What are my options once I've made an Additional Permitted Subscription?

Once you've made a deposit to your Additional Permitted Subscriptions ISA, any further subscriptions up to the amount held by your deceased spouse/civil partner, must be made to that provider.

If the ISA that you've paid your Additional Permitted Subscriptions into meets your needs, you can continue saving your Additional Allowance in that account.

Once you have made a Additional Permitted Subscriptions into an ISA it becomes part of the ISA balance. You can then transfer any or all of your ISA balance to another ISA with the same provider or with another provider, as long as the ISA permits a transfer in.

Once you have opened an account and started to make an Additional Permitted Subscription, the Additional Allowance cannot be transferred.

Our Additional Allowance ISA is designed just for your Additional Allowance. This means you can keep this Additional Allowance separate from your personal annual ISA allowance deposits to help you keep track of how much you've paid in.

It's an easy access account, allowing you to pay in, withdraw and transfer deposits out to another ISA at any time, although deposits will be restricted to your Additional Allowance and can only be made in the timescales allowed, which are explained below.

Other features

- You can pay into the account up to the total value of your Additional Allowance.
- Payments are permitted for three years from the date of death of your late spouse/civil partner, or for 180 days after settlement of the estate if this is later. If the date of death was between 3 December and 5 April 2015, it will be treated as being 6 April 2015 and you will have until the later of these two time frames to make payments.
- You can open the account with £1 but you do not need to maintain any balance in the account.
- You may transfer out all or part of any deposits you have made to another ISA with The Co-operative Bank/Britannia or another provider.
- The account is statement based.

Risks and restrictions

- Once you have opened an Additional Allowance ISA, all subsequent Additional Permitted Subscriptions within your allowance must only be made to this account. You will be unable to transfer your Additional Allowance to another provider.
- As this is not a flexible ISA, withdrawals of capital cannot be replaced.
- There is a time limit on how long you have to use your Additional Allowance. If you do not use your full allowance during these periods described, you will no longer be able to benefit from any of the unused allowance.
- The interest rate on this account is variable, which means it could go up or down.

Tax

Any interest on this product is paid tax-free[#] but this may be subject to government change in the future.

Transferring out of your ISA

You can have funds transferred out of this Additional Allowance ISA to an ISA with another provider, either for part of the balance or the full balance. This means you will not lose the tax benefits as long as you first open an ISA with another provider. You should then ask your new provider to contact us to arrange the transfer.

You must not withdraw the funds yourself to transfer as they will lose their tax-free[#] status.

If you haven't used your full Additional Allowance (within the time limits in 'Other features') and you transfer all or part of your balance to another ISA; your account will remain open and you can continue to make Additional Permitted Subscriptions until you have used your full Additional Allowance with us or the time limits expire. You will not be able to make any Additional Permitted Subscriptions to your new provider because once you have chosen to open this account with us, all Additional Permitted Subscriptions must be made to us.

Transferring in

Our Additional Allowance ISA does not allow transfers in of balances you hold in other cash ISAs. This ISA does not allow transfers in of Additional Allowances you may have with other providers.

Additional Allowance ISA

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The Financial Conduct Authority is the independent financial services regulator. It requires us, Britannia, to give you this important information to help you to decide whether our Additional Allowance 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.

The government announced that, from 3 December 2014, if an ISA investor in a marriage or civil partnership dies, their spouse/civil partner can inherit their ISA tax advantages even if the funds have been left to someone else.

From 6 April 2015, the surviving spouse/civil partner has been able to invest up to the balance of their spouse/civil partner's ISAs, as at the date of death, on top of their own annual ISA allowance and so increase their tax-free[#] allowance.

This leaflet explains what the regulations permit, and how we can help you take advantage of the additional tax-free[#] allowance. The box below explains what the key phrases in this document mean and will help you to understand what options you have and how our Additional Allowance ISA works.

If your Spouse/Civil partner died on or after 6 April 2018 the following options are available and will apply.

It is important that you read this information before making a decision about what you wish to do with your Additional Allowance.

Key phrases used in this document:

Balance at date of death	The balance in the account(s) plus interest earned up to the date of death.
Continuing Account	<p>Your deceased spouse or civil partner's ISAs will remain a 'continuing account' until the first of the following occurs:</p> <ul style="list-style-type: none"> · The completion of the administration of the estate, or · The account is closed, or · The third anniversary of the death. <p>The ISA will continue to earn tax-free[#] interest while it is a 'continuing account'.</p>
Additional Allowance	<p>The higher of the balance in your deceased spouse or civil partner's ISAs with us either at the date of death or at the point that it ceases to be a continuing account. This is the maximum amount that you're allowed to pay into an Additional Allowance ISA with us.</p> <p>If you use your Additional Allowance whilst the deceased's ISA remains a continuing account, your Additional Allowance will be equal to the value of the deceased's ISA at the date of death.</p>
Additional Permitted Subscription (APS)	Any payment(s) you make towards the Additional Allowance you have inherited.

From 6 April 2018 your spouse's existing ISAs can continue to earn tax-free[#] interest whilst it is a Continuing Account. The amount payable to the estate will be the balance of the cash ISA plus any interest earned.

How do I know if I have an Additional Allowance?

You will have an Additional Allowance if:

- you are the surviving spouse or civil partner and your late spouse or civil partner held money in an ISA, and
- you were living together at the time of their death and were not separated under a court order or deed of separation, and
- your late spouse or civil partner died on or after 3 December 2014.

You do not have to be a UK resident to be able to use your Additional Allowance. However, we only open savings accounts for UK residents, so if you are a non-UK resident we cannot open an ISA for you but you may be able to transfer your allowance out to an ISA provider that does open savings accounts for non-UK residents.

How much will my Additional Allowance be?

The value of any Additional Allowance will be equal to the higher value of

- the deceased's ISA at the date of death

or

- the point it ceases to be a continuing account.

This Additional Allowance is in addition to and separate from your own annual ISA allowance. You will have an Additional Allowance (also known as Additional Permitted Subscription Allowance) with each ISA provider that your late spouse or civil partner held ISAs with. So you may also want to speak to those providers too.

If you use your Additional Allowance whilst the deceased's ISA remains a Continuing Account, you will only be entitled to an Additional Allowance equal to the value of the deceased's ISA at the date of death.

If the deceased held more than one ISA, the Additional Allowance will be calculated using either **all** values at the date of death or **all** values at the point they cease to be a continuing account. You cannot use a combination of valuations.

How can I find out what my Additional Allowance is?

You will need to request your Additional Allowance by contacting us on **0800 132 304 (8am to 8pm Monday to Friday, 8am to 12 midday Saturdays)** or visiting a local branch. You will need to inform us first that your spouse or civil partner has died. You can do this by visiting a branch with the death certificate or sending the death certificate to us. Once we've received this, we will calculate your Additional Allowance as at date of death, (however this may change depending on when the ISA ceases to be a continuing account) and send this information to you in writing at your address.

Below are some examples of how your Additional Allowance is calculated.

Closing the account and balance has increased

Say your spouse or civil partner died on 10 April 2018 and the value of their ISAs with us on this day (including interest earned) totalled £25,000. And, say, those ISAs are not closed until 30 September 2019 when the closing balance including interest earned then totalled £25,500. If after this you wish to use your Additional Permitted Subscription, you would be entitled to the higher value of the ISAs at closure (£25,500).

So the interest earned on the ISAs since the date of death has increased the value of your Additional Allowance. Remember that you can only use your Additional Allowance within 3 years after the date of death or within 180 days after the settlement of the estate if this is later. So, the longer the ISAs remain open the potentially greater your Additional Allowance but the less time you have to use the Additional Allowance.

Closing the account with a mix of closure balances

Say your spouse or civil partner died on 15 April 2018 holding a Fixed Rate Cash ISA and an instant access Cash ISA. On 15 April 2018 the value of the Fixed Rate Cash ISA was £25,000 and the instant access Cash ISA was £15,000 giving a total value at the date of death of £40,000. A £2,000 withdrawal is made from the instant access Cash ISA to cover expenses incurred by the estate. On 15 June 2018 both of the ISAs are closed. The value of the Fixed Rate Cash ISA has increased to £26,000 and the value of the instant access Cash ISA is £13,000 following the withdrawal.

You want to use your Additional Permitted Subscription on 15 July 2018. Your Additional Permitted Subscription amount is the values as at date of death being £40,000 (£25,000 + £15,000) because that is higher than the value at closure of £39,000 (£26,000 + £13,000).

You are not permitted to mix the dates of the valuations. So the closure value of the Fixed Rate Cash ISA (£26,000) cannot be combined with the date of death value of the instant access Cash ISA (£15,000) to try and achieve a greater Additional Permitted Subscription.

What are my options for using my Additional Allowance?

If your deceased spouse or civil partner held ISA accounts elsewhere, you will have an Additional Allowance with each of those providers. On registration of death the Additional Allowance amount should be notified to you by each of these ISA providers. You have the option to use your Additional Allowance with the ISA provider holding the deceased's ISA account or to transfer the Additional Allowance to an ISA provider of your choice (subject to their terms and conditions). So you need to decide what you want to do with your total Additional Allowance.

There are two ways to use your Additional Allowance:

1. You make Additional Permitted Subscriptions with the ISA provider (or each of the ISA providers) who held the deceased's ISA.

If the ISA was held with The Co-operative Bank, **smile** or Britannia, you can open an Additional Allowance ISA with us and make all Additional Permitted Subscriptions towards the total Additional Allowance you have with us. If ISAs were also held with another provider, you'll be able to make all Additional Permitted Subscriptions with the other provider as well. As soon as you open an account and make an Additional Permitted Subscription towards your Additional Allowance with the provider where the ISA was held, all subsequent Additional Permitted Subscriptions to use up that particular Additional Allowance must be made with that provider.

For example, your spouse could have held £10,000 in an ISA with us and £10,000 in an ISA elsewhere.

You could open an Additional Allowance ISA with us and pay in up to £10,000. And you can use your Additional Allowance with the other provider, and pay in up to £10,000 with them.

But, in this example, if you pay in £5,000 to one provider, you cannot have an Additional Allowance of £15,000 with the other.

2. You transfer the Additional Allowance value to an ISA provider of your choice as long as they will accept the transfer of the Additional Allowance value.

If you wish to transfer your Additional Allowance to another ISA provider, you must not have opened an account/made an Additional Permitted Subscription with the provider where the ISA was held. Once you have opened an account and made an Additional Permitted Subscription, your Additional Allowance arising from this ISA will stay with this provider and you will need to make all Additional Permitted Subscriptions to this account.

You will need to ask the new provider to arrange the transfer of the Additional Allowance to them from the provider where the deceased's ISA was held.

For example, your spouse could have held £10,000 in an ISA with us and £10,000 in an ISA elsewhere. You could transfer the £10,000 Additional Allowance you have with us to the other provider (as long as they accept transfers in of Additional Allowances). You could then use both Additional Allowances and pay in up to £20,000 with the other provider.

What are my options once I've made an Additional Permitted Subscription?

Once you've made a payment to your Additional Permitted Subscriptions ISA, any further subscriptions up to your APS with that provider must be made to that provider.

Once you have made an Additional Permitted Subscriptions into an ISA it becomes part of the ISA balance. You can then transfer any or all of your ISA balance to another ISA with the same provider or with another provider, as long as the ISA provider's rules permit a transfer in.

Once you have opened an account and made an Additional Permitted Subscription, the Additional Allowance cannot be transferred.

Our Additional Allowance ISA is designed just for your Additional Allowance. This means you can keep this Additional Allowance separate from your personal annual ISA allowance deposits to help you keep track of how much you've paid in.

It's an easy access account, allowing you to pay in, withdraw and transfer deposits out to another ISA at any time. As explained above, deposits will be restricted to your Additional Allowance. They can only be made in the timescales allowed. These are explained below.

Other features

- You can pay into the account up to the total value of your Additional Allowance.
- Payments are permitted for three years from the date of death of your late spouse or civil partner, or for 180 days after settlement of the estate if this is later.
- You can open the account with £1 but you do not need to maintain any balance in the account.
- You may transfer out all or part of any deposits you have made to another ISA with The Co-operative Bank/Britannia or another provider.
- The account is statement based.

Risks and restrictions

- Once you have opened an Additional Allowance ISA, all subsequent Additional Permitted Subscriptions within your allowance with us can only be made to this account. You will be unable to transfer your Additional Allowance with us to another provider once you have started to use your APS with us
- As this is not a flexible ISA, withdrawals of capital cannot be replaced.
- There is a time limit on how long you can make deposits for, as previously described. If you do not use your full Additional Allowance before the time limit, you will lose your unused Additional Allowance with us.
- The interest rate on this account is variable, which means it could go up or down.

Tax

Any interest on this product is free of tax. The Government could change the rules relating to ISAs in the future.

Transfers out of your ISA

You can have funds transferred out of this Additional Allowance ISA to an ISA with another provider, either for part of the balance or the full balance. This means you will not lose the tax benefits as long as you first open an ISA with another provider. You should then ask your new provider to contact us to arrange the transfer.

You must not withdraw the funds yourself to transfer as they will lose their tax-free[#] status.

If you haven't used your full Additional Allowance (within the time limits in 'Other features') and you transfer all or part of your balance to another ISA; your account will remain open and you can continue to make Additional Permitted Subscriptions until you have used your full Additional Allowance with us or the time limits expire. You will not be able to make any Additional Permitted Subscriptions to your new provider because once you have chosen to open this account with us, all Additional Permitted Subscriptions must be made to us.

Transferring in

Our Additional Allowance ISA does not allow transfers in of balances you hold in other cash ISAs. This ISA does not allow transfers in of Additional Allowances you may have with other providers.

Summary Box for Britannia Additional Allowance ISA – Please read this account’s key features before applying. For full details, you should also read its Terms and Conditions.

Account name	Britannia Additional Allowance ISA		
What is the interest rate?	Tax-free#		AER*
	0.03 %		0.03 %
	Interest is calculated daily and will be paid into your account annually after close of business on 5 April.		
Can Britannia change the interest rate?	<p>Yes, the interest rate is variable, which means it can go up or down.</p> <p>We may change your interest rate for various reasons. Please see the ‘Changing these terms and ending this agreement’ section of our General Terms and Conditions for more details.</p> <p>When we increase our interest rates – we’ll tell you about the change within 30 days after it’s happened.</p> <p>When we decrease our interest rates – we’ll inform you by personal notice at least two months before we make the change.</p>		
What would the estimated balance be after 12 months based on a £1,000 deposit?			
	Initial deposit at account opening	Balance after 12 months	Interest earned
	£1,000.00	£1,000.30	£0.30
	<p>We have worked this out assuming:</p> <ul style="list-style-type: none"> • The 12 months starts on 5 April. • You haven’t made any additional deposits or withdrawals. • We haven’t changed the interest rate in the 12 month period. 		
How do I open and manage my account?	<p>Can I apply for this account?</p> <p>You can apply for this account if:</p> <ul style="list-style-type: none"> • you are a surviving spouse or civil partner and your late spouse/civil partner held money in an ISA and, • your late spouse/civil partner passed away on or after 3 December 2014 and you were living with them at the time and, • the ISA(s) held by your late spouse or civil partner was held with The Co-operative Bank, smile or Britannia, and, • you have not already opened an Additional Allowance ISA in respect of the Additional Allowance you hold with us. • your spouse/civil partner died less than three years ago or, if later, the administration of their estate was not completed more than 180 days ago. <p>You must be a UK resident to open a savings account with us. If you are a non-UK resident, you may be able to transfer your Additional Allowance to another ISA provider that will accept your transfer and that will allow a non-UK resident to open an account.</p> <p>This account can only be opened as a sole account.</p> <p>How do I apply for this account?</p> <p>You will need to inform us first that your spouse/civil partner has passed away and provide us with the death certificate. You can do this by visiting a branch or by contacting us on 0800 132 304[†] (lines open 8am to 8pm Monday to Friday, 9am to 12 midday Saturday) for more information about how you can notify us by post.</p> <p>Once we’ve received this, we will calculate your Additional Allowance and send this to you in writing at your address along with further information about the product, enclosing an application form. Once you’ve read all the information, and you’d like to apply, you can complete the application form and return it to us by post (along with proof of identity) to: Britannia, FREEPOST (15796), Dept CO33, Leek, Staffordshire Moorlands ST13 5RG.</p> <p>Is there a minimum and a maximum balance?</p> <p>There is no minimum balance although you must make a minimum initial Additional Permitted Subscription of £1.</p> <p>The maximum amount which can be paid into our Additional Allowance ISA will depend on when your spouse or civil partner died and will be based on the balance of their ISA(s) at the date of death or when their ISAs cease to be a continuing account.</p> <p>How do I make deposits into this account?</p> <p>You can pay into this account with either cash, cheque, or by electronic transfer from another bank account held with us or elsewhere.</p> <p>Payments are permitted for three years from the date of death of your late spouse/civil partner, or for 180 days after settlement of the estate if this is later. If the date of death was between 3 December and 5 April 2015, it will be treated as being 6 April 2015 and you will have the later of these two time frames to make payments.</p> <p>You can pay into the account up to the total value of your Additional Allowance. This is in addition to and separate from your own annual ISA allowance that you may be entitled to. If your late spouse/civil partner held ISAs with different providers, you may also want to speak to those providers about an Additional Allowance ISA (also known as Additional Permitted Subscription Allowance). This ISA does not allow transfers in of balances you hold in other cash ISAs.</p> <p>This ISA does not allow transfers in of Additional Allowances you may have with other providers.</p> <p>How do I contact you to discuss this account?</p> <p>By telephone or visiting a branch.</p>		

Can I withdraw money?	<p>Yes – whenever you want as this account has no restrictions on withdrawals. However, as this ISA is not a flexible ISA, any withdrawn money that you want to replace will count towards your total Additional Allowance balance, which is the maximum amount that you can pay in.</p> <p>So, for example, if you have an Additional Allowance maximum balance of £10,000, and you have deposited £7,000 and then withdraw £2,000, you will only be able to deposit a further £3,000.</p> <p>You can make withdrawals through the following ways:</p> <p>In branch – you can withdraw cash, cheques or make internal transfers.</p> <p>By post – you can send us a withdrawal request and we'll send your money to you by cheque in the post or by internal transfer. You can request withdrawal forms over the phone and in branch, or download them online.</p>
Additional information	<p>Interest earned from this account will not count towards any of your available personal savings allowance.</p> <p>All returns from your ISA will be free of both Income and Capital Gains Tax. Any reference to tax is based on our understanding of current tax regulations which may change in the future and depends on your individual financial circumstances.</p> <p>[#]Tax-free – The contractual rate of interest payable where interest is exempt from income tax.</p> <p>[*]AER – Stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.</p> <p>[^]Tax year – A tax year runs from 6 April to 5 April the following year.</p>

What if I open an Additional Allowance ISA, and then change my mind?

You have a right to cancel your account, without giving any reason, for 14 calendar days from the date you make the first payment into your ISA.

It's important that you notify us if you change your mind, and don't simply close your ISA. If you close your account without notifying us that you have changed your mind, you will lose the tax-free[#] status of any Additional Permitted Subscriptions you have made and will be unable to make any further Additional Permitted Subscriptions in respect of an Additional Allowance you held with us.

We will help you to switch to another account or give you your money back, as you wish. If you wish to make use of your Additional Allowance, this is the only account we offer for this purpose. However, if you cancel your account, you may be able to transfer your Additional Allowance to another ISA provider, if they will accept the transfer.

You can cancel by writing to us at Britannia, FREEPOST (15796), Dept. C033, Leek, Staffordshire Moorlands ST13 5RG or visiting any branch.

If something goes wrong

We know that sometimes things go wrong and here at The Co-operative Bank we really value your feedback. Letting us know when you are dissatisfied with our products or service provides us with the opportunity to put it right as quickly as possible and helps us to improve our service for all our customers.

Get in touch

Online

You can find more information by going to our website co-operativebank.co.uk/complaints or alternatively you can contact us via email at complaints@co-operativebank.co.uk

In Person

Speak to us in person at one of our branches. Use our branch finder co-operativebank.co.uk/global/branch-finder to find your nearest branch and its opening hours.

Telephone

Talk to our Customer Services team on 0800 132 304[†]. Our lines are open from 8am until 8pm, Monday to Friday, and 9am to midday on Saturday.

In Writing

Customer Response
 Britannia
 Britannia House
 Leek
 Staffordshire Moorlands
 ST13 5RG

If you are still unhappy with our response you may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, Exchange Harbour, London E14 9SR or telephone 0800 023 4567[†]. For more information visit: www.financial-ombudsman.org.uk. The Financial Ombudsman Service is a free service set up to help resolve individual disputes between customers and businesses providing financial services in the UK.

Information about the Financial Services Compensation Scheme

The Co-operative Bank is covered by the Financial Services Compensation Scheme (FSCS), which would pay compensation of up to £85,000 to eligible depositors in the event of the Bank becoming insolvent. Britannia and **smile** are trading names of The Co-operative Bank and, as such, protection provided to depositors by the FSCS is limited to £85,000 for the total amount of combined deposits held with The Co-operative Bank, Britannia and **smile**.

Certain customers are not covered by the FSCS. For further information please visit www.fscs.org.uk. Alternatively, please ask a member of staff at any branch. Or, if you prefer, please call 0800 132 304[†] (lines open 8am to 8pm, Monday to Friday, 9am to 12 midday Saturdays).

How to apply

If you haven't asked us to tell you your Additional Allowance yet, you'll need to contact us first as described on the first page of this leaflet under 'How can I find out what my Additional Allowance is?'

We'll then write to you to tell you what your Additional Allowance is and provide you with:

- a copy of this leaflet, which contains the Specific Terms and Conditions on the back
- our separate General Terms and Conditions
- an Additional Allowance ISA application form
- a 'Managing your Britannia savings account' leaflet, which includes useful information

Once you've read all the information, if you would like to apply you can complete the application form and then post it (along with proof of identity) to:

Britannia
 FREEPOST (15796)
 Dept C033
 Leek
 Staffordshire Moorlands
 ST13 5RG

We're here to help

If you're not sure which savings account is right for you, we're here to give you all the information you need to help you make the right choice.

Call us on 0800 132 304[†]

(8am to 8pm Monday to Friday, 9am to 12 midday Saturdays)

Go to co-operativebank.co.uk/savings

Visit a Co-operative Bank branch

Product Specific Terms and Conditions

These terms apply to Additional Allowance ISA. They add to our Britannia General Terms and Conditions and will apply instead of any term in the General Terms and Conditions if there is a difference. Please read them and keep them safe.

Variable interest rates can go up and down. To find out the current interest rates on our variable rate savings accounts, please visit our website at co-operativebank.co.uk/savings or contact us.

Interest earned **will not** count towards your available personal savings allowance, providing these Product Specific Terms and Conditions have been fully met.

It is not possible to hold any of our ISAs as a joint account.

To find out our daily maximum withdrawal limits for different types of withdrawals, please visit our website at co-operativebank.co.uk or contact us.

If there is any conflict between these conditions and the ISA Regulations, the ISA Regulations take priority.

Terms we’ve used

Annual ISA Allowance This is the maximum you can pay into an ISA in any tax year[^]. HM Revenue & Customs (HMRC) sets the annual ISA allowance. To find out what it is, please contact us or check either our or HMRC’s website.

Continuing Account Your deceased spouse or civil partner’s ISAs will remain a ‘continuing account’ until the first of the following occurs:

- The completion of the administration of the estate, or
- The account is closed, or
- The third anniversary of the death.

The ISA will continue to earn tax-free[#] interest while it is a ‘continuing account’.

Additional Allowance If your spouse/civil partner dies:

On or before the 5 April 2018 - The balance of your deceased spouse or civil partner’s ISAs with us at the date of death. This is the maximum amount that you’re allowed to pay into an Additional Allowance ISA with us.

On or after 6 April 2018 - The higher of the balance in your deceased spouse or civil partner’s ISAs with us either at the date of death or at the point that it ceases to be a continuing account. This is the maximum amount that you’re allowed to pay into an Additional Allowance ISA with us. If you use your Additional Allowance whilst the deceased’s ISA remains a continuing account, your Additional Allowance will be equal to the value of the deceased’s ISA at the date of death.

Interest

Interest rate

The interest rate is variable.

When is it paid?

Annually after close of business on 5 April.

How is it paid?

Into this account.

Accounts limits

Minimum balance

£1

Maximum balance

£1,000,000

Your balance cannot exceed your Additional Allowance. Each payment that you make towards that total Additional Allowance is known as an Additional Permitted Subscription.

Payments in and out

Paying in

You can make Additional Permitted Subscriptions up to the value of your Additional Allowance.

You can pay in by cash, cheque or electronic transfer from an account held with us or another provider (including standing order & Direct Debit).

For each payment you make into the account, we will ask you to sign a declaration by a deadline that we set. If you don’t do this, we will return your payment to you but it will not count as an Additional Permitted Subscription and will not use up any of your Additional Allowance.

You need to make Additional Permitted Subscriptions within the timescales set by HMRC, which HMRC may change from time to time. If the timescales expire and any of your Additional Allowance is unused, you will lose the right to earn tax-free[#] interest on the unused amount.

Withdrawals

You can withdraw your money whenever you want.

In branch - by cash (up to a daily maximum) /cheque/internal transfer.

By post - by cheque/internal transfer.

Electronic transfers are available on request but there may be a charge for these.

ISA Transfers in

This ISA does not allow transfers in of balances you hold in other cash ISAs.

This ISA does not allow transfers in of Additional Allowances you may have with other providers.

ISA Transfers out

If you have used your full Additional Allowance (or HMRC timescales have expired) you can transfer all or part of your balance to an account with another ISA with us or another provider.

If you haven’t used your full Additional Allowance (and HMRC timescales have not expired) you can transfer all or part of your balance to an account with another ISA with us or another provider.

If you do this, your account will remain open and you can continue to make Additional Permitted Subscriptions until you have used your full Additional Allowance or the timescales set by HMRC expire. You will not be able to not make any Additional Permitted Subscriptions to your new provider because once you have chosen to open this account with us, all Additional Permitted Subscriptions must be made to us.

Statements

We’ll provide regular statements and whenever you withdraw money from your account or make a payment, we’ll send you details of the transaction by post unless you tell us you’d prefer to ask for the information at any time when you need it.

Other terms

Annual ISA Allowance

If you are entitled to make Additional Permitted Subscriptions into your account, this will not count towards your own standard Annual ISA Allowance.

Availability

You cannot open an Additional Allowance ISA with us if you have opened a similar product with another ISA provider and you have transferred the Additional Allowance you are eligible for with us, to that provider.

Please call 0800 132 304[†] (8am to 8pm Monday to Friday, 9am to 12 midday Saturday) if you would like to receive this information in an alternative format such as large print, audio or Braille.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No.121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

[†]Calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02.

Calls may be monitored or recorded for security and training purposes.

Information correct as at 05/2021.