

Key features of our

Co-operative Bank Cash ISA

The Financial Conduct Authority is the independent financial services regulator. It requires us, The Co-operative Bank, to give you this important information to help you decide whether our Cash ISA is right for you. You should read this document carefully so that you understand what you're buying and then keep it safe for future reference.

Our Co-operative Bank Cash ISA offers instant access through multiple ways. You can manage your tax-free* savings via online or mobile banking, by calling us or by visiting any Co-operative Bank branch or your local Post Office® – allowing you to save whenever and however you like.

Summary Box for Cash ISA - Please read this account's key features before applying. For full details, you should also read its terms and conditions.

Account name	Cash ISA		
What is the interest rate?	Tax-free*	AER**	
	0.09 %	0.09 %	
	Interest is calculated daily and will be paid into your account annually on 5 April.		
Can The Co-operative Bank 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	£1,000.90	£0.90
	<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?

Can I apply for this account?

To apply, you must be a UK resident (for tax purposes) aged 16 or over.

This account can only be opened as a sole account.

How do I apply for this account?

You can apply:

- **Online**
- **In branch**
- **Through online banking** – existing customers can easily apply through the 'Products' section within online banking.

Is there a minimum and a maximum balance?

The minimum opening balance is **£1**.

The maximum balance is **£1,000,000**.

You've got 30 days from when we open your account to pay in the minimum balance of £1. If after 30 days you haven't met the minimum balance, we may close the account immediately and return any funds to you.

How do I make deposits into this account?

If you're using your annual ISA allowance for the current tax year** - you can pay money in by:

- electronic transfers from another account held with us or another provider (such as by using their app or setting up a standing order)
- cash or cheques
- visiting any Post Office[®] in the UK where you can pay in cheques.

The maximum you can pay into the Cash ISA in the 2020/2021 tax year** is £20,000.

If you're transferring your cash ISA to us – you can do this by providing us with a completed ISA transfer authority form. You'll receive the form in your welcome pack so just complete it, return it to us and we'll arrange the transfer on your behalf.

How do I contact you to discuss this account?

By telephone or visiting a branch

Can I withdraw money?

Yes – whenever you want as this account has no restrictions on the number of withdrawals. However, as this cash ISA is not a flexible cash ISA, any withdrawn money that you want to replace will count towards your ISA subscriptions for the current tax year**, and you are only allowed to deposit up to the maximum ISA limit in a tax year**.

So, for example, if you have deposited £10,000 and then withdraw £1,000, you will only be able to deposit a further £10,000 in that tax year**.

You can make withdrawals through the following ways:

Online and mobile banking – through electronic transfers to other accounts with us or another provider.

Telephone banking – through electronic transfers to other accounts with us or another provider.

Branch – withdraw cash over the counter and/or make electronic transfers to other accounts with us or another provider.

You can also request a Banker's cheque withdrawal over the phone or in branch, however there is a charge for this.

Additional information

If you are or have previously been made bankrupt, you are eligible to apply.

Interest earned from this account **will not** count towards any of your available personal savings allowance.

All interest earned from your ISA will be free of both Income and Capital Gains Tax.

You cannot subscribe to a cash ISA with us if you have already contributed to another cash ISA using this tax year's** ISA allowance, or if you have already invested the full ISA allowance in another type of ISA this tax year**.

If you do not place any money in your account during a tax year**, you will need to contact us to make a new declaration should you wish to make a deposit in a subsequent tax year**.

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.

*Tax-free – The contractual rate of interest payable where interest is exempt from income tax.

-AER – Stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.

**Tax year – A tax year runs from 6 April to 5 April the following year.

What is a Co-operative Bank Cash ISA?

- It's a deposit account, paying a variable rate of interest.
- An Individual Savings Account (ISA) is not an investment in its own right, it's a tax-free wrapper in which you can hold your money to protect it from income and capital gains tax.
- Because of the tax benefits of ISAs, the government has set limits on the amount you can invest in an ISA in each tax year** – see the following pages for details of the ISA investment limits.
- Anyone who is aged 16 or over can invest in a Cash ISA. In addition, you must be resident in the UK for tax purposes. Accounts must be opened in a single name only and cannot be opened as a joint account.

How do I pay into the Cash ISA?

You can use your account number and sortcode (contained on your welcome letter or available through online and mobile banking) to pay in by:

- Standing order.
- Direct transfer from another Co-operative Bank account or another bank account.
- Depositing cash and cheques at a Co-operative Bank branch.
- By sending a cheque through the post.
- Depositing cheques at any Post Office® branch.

How do I take money out?

You can have access to your money at any time by the following methods:

- Online transfer.
- Electronic transfer by online, mobile or telephone.
- Banker's cheque by telephone banking or in branch.
- Over the counter.
- Please note: This is not a flexible ISA so any withdrawals of capital cannot be replaced.

How much can I pay in?

- The minimum amount needed to open a Cash ISA is £1 and you can make further deposits at any time.
- You can pay up to £20,000 into a cash ISA in the 2020/2021 tax year** less any amount you have already contributed to a stocks and shares ISA, innovative finance ISA or lifetime ISA. You can withdraw as much of the balance of your ISA as you like without any interest charges. Please note, once you have paid in your full ISA allowance for the tax year**, you can't make any further payments until the next tax year**, regardless of any withdrawals.
- You cannot subscribe to a Cash ISA with us if you have already contributed to another cash ISA using this tax year's** ISA allowance, or if you have already invested the full ISA allowance in this tax year**.
- If you do not place any money in your account during a tax year**, you will need to contact us to make a new declaration should you wish to make a deposit in the following tax year**.

What interest will I earn on my money?

- Interest is calculated daily on your cleared balance and credited to your account annually on 5 April.
- Interest rates will change from time to time to reflect changes in short-term interest rates generally and, in particular, the Bank of England base rate. We will always notify you of any changes. Please see the terms and conditions for notification time frames.
- The Co-operative Bank website displays the interest rates – go to [co-operativebank.co.uk/savings](https://www.co-operativebank.co.uk/savings). If it's more convenient call us; see 'How to contact us' or visit your nearest branch for our latest rates.

What else do I need to know?

The following sections contain important general information about ISAs that you should also read alongside the product information, before applying for a cash ISA with us.

What is an ISA?

Individual Savings Accounts (ISAs) were introduced by the government to encourage more people to save for the future. To help with this, ISAs are tax efficient, making them a very effective way to make your money grow.

This favourable tax treatment depends on the individual's circumstances and may be subject to change in the future.

There are different types of ISA - cash ISAs, stocks and shares ISAs, innovative finance ISAs and a lifetime ISA.

Cash ISA

This allows you to save money in a deposit-based savings account.

Stocks and shares ISA

This allows you to put money into a stock market-based investment, such as unit trusts, for the potential of greater returns.

However, the value of investments in stocks and shares ISAs and the income from them may fall as well as rise and is not guaranteed; you may lose part or all of your investment.

Innovative Finance ISA

Lenders can benefit from tax-free interest courtesy of the innovative finance ISA (IFISA), which will cover loans arranged through peer-to-peer (P2P) platforms.

Lifetime ISA

The lifetime ISA is available to people under the age of 40. Contributions of up to £4,000 can be made in each tax year** and the government will then provide a 25% bonus on these contributions at the end of the tax year**. The funds can be withdrawn from the age of 60, or before that for the purpose of purchasing a first home.

Please note, we do not offer stocks and shares ISAs, innovative finance ISAs or lifetime ISAs.

To save in a cash ISA you must be aged 16 or over and aged 18 or over for a stocks and shares ISA, innovative finance ISA or lifetime ISA.

How much can I save in an ISA?

The government limits the amount you can save and invest in ISAs each tax year** (6 April to 5 April the following year).

The 2020/2021 annual ISA allowance is £20,000 and you can save any part of, or your whole ISA allowance in a cash ISA, a stocks and shares ISA, innovative finance ISA or a lifetime ISA or a combination of the four. The following chart illustrates this:

In the 2020/2021 tax year**	Cash ISA	Stocks and Shares ISA	Innovative Finance ISA	Lifetime ISA	Maximum total allowance
From 6 April to 5 April each tax year [^]	Up to £20,000 less whatever you deposit in a stocks and shares ISA, an innovative finance ISA and a lifetime ISA	Up to £20,000 less whatever you deposit in a cash ISA, an innovative finance ISA and a lifetime ISA.	Up to £20,000 less whatever you deposit in a cash ISA, stocks and shares ISA and a lifetime ISA	Up to £4,000. Contributions to a lifetime ISA count toward the overall £20,000 ISA contribution limit	Up to £20,000.

If you pay into a cash ISA, you will be subscribing to a cash ISA for the current tax year** and you will be limiting the amount of tax efficient savings you can make in a stocks and shares ISA, innovative finance ISA and lifetime ISA. Where you do not use your full ISA allowance within a tax year**, it cannot be carried forward into the next tax year**.

The tax information provided is based on our current understanding of current law and HM Revenue & Customs practice which can change. Tax treatment depends on an individual's personal circumstances.

What if my contributions exceed the ISA limits in any tax year ** ?

If you put too much into your Cash ISA we'll return the money to you. How long that takes will depend on how you put it in:

- From another Co-operative Bank account, you'll have the money back the next day.
- Via electronic transfer from another bank, you'll have the money back about four Business Days[^] later.
- By cheque, we'll have to wait for a cheque to clear before we send you the cheque back.

What happens to my savings if I die?

If you die on or before the 5 April 2018 the account will earn Tax-free* interest up to the date of death.

The Tax-free* status of your cash ISA will **end** on death. We will pay any additional interest earned after that date gross, but this may be subject to tax.

If you die on or after the 6 April 2018 the account will continue to earn Tax-free* interest until the first of the following occur;

- The completion of the administration of your estate, or
- The closure of the account, or
- The third anniversary of your death.

This means the Tax-free* status of your cash ISA can **continue** after your death. The amount payable to your estate will be the balance of your cash ISA plus any interest earned.

If someone who is an ISA saver in a marriage or civil partnership dies, their spouse or civil partner can inherit their ISA tax advantages. Please contact us or read more about our Additional Allowance ISA at co-operativebank.co.uk/savings

Can I transfer my ISA?

You may transfer a cash ISA into a stocks and shares ISA or an innovative finance ISA.

Some ISA providers may also offer the facility to transfer in any money you have in a stocks and shares ISA or an innovative finance ISA to a cash ISA; we do not currently offer these types of transfers.

- **Transferring in** – You can transfer an existing cash ISA you have elsewhere into a Cash ISA with us by going to our website or by contacting us in branch or on the phone:
 - Your cash ISA with your existing provider may have restrictions relating to ISA transfers out and you may wish to check this before requesting a transfer to us.
 - You will not lose the tax benefits provided you first open a Cash ISA with us. **You must not withdraw the funds yourself to transfer to us as they will lose their tax-free* status.**

As you're only able to invest in one cash ISA in a tax year**, if you wish to transfer the current tax year's** subscriptions, you must transfer all of the subscription you have already made for the current tax year**. You can, however, open a new Cash ISA with us by transferring previous tax years*** subscriptions of any amount so long as it doesn't contain the current tax year's** subscription.

- **Transferring out** – You can transfer part or all of your Cash ISA to another provider at any time. You will not lose the tax benefits provided you first open a cash ISA with another provider. Your new provider should then be asked to contact us to arrange the transfer. **You must not withdraw the funds yourself to transfer as they will lose their tax-free* status.**

What about tax?

- Any interest on money saved in a cash ISA is paid tax-free*, which means completely free of UK income tax **provided you continue to meet HM Revenue & Customs regulations governing this product.**

What if I open a Cash ISA, then change my mind?

- You have a right to cancel your account 14 calendar days from the date the account is opened or upon receipt of your welcome letter, whichever is later.
- It's important that you notify us if you change your mind, and don't simply close your account. If you close your account without notifying us that you have changed your mind, you will lose the tax status of previous tax years*** subscriptions and if you have paid any of the current tax year's** subscription into the ISA, you will be unable to open a cash ISA with us or any other provider in the same tax year**.
- You can cancel by writing to us at Customer Services, The Co-operative Bank p.l.c., P.O. Box 200, Skelmersdale WN8 6NY, by calling **03457 212 212*** or by visiting a Co-operative Bank branch.

Registering for telephone banking – allowing you to manage your account by telephone.

To register please call **03457 212 212#**.

The first time you phone telephone banking we will ask you to provide some security information so that we can be sure we are talking to the right person. We will then ask you to register:

- a four-digit security code – numbers that you will easily remember, but are not the same as each other or in sequence (e.g. 1,2,3,4)
- five pieces of what we call ‘Secure Personal Information’. After that, every time you phone telephone banking you will be asked to key in the following information on your telephone keypad:
- your eight-digit account number followed by a # (hash)
- your six-digit sort code followed by a # (hash)
- your four-digit security code followed by a # (hash).

Registering for online banking – letting you take care of many simple banking tasks from your own home or wherever you access the internet.

To register for online banking please visit co-operativebank.co.uk/register – then follow the simple instructions on screen. Alternatively, you can contact us on **03457 212 212#**.

Registering for mobile banking – letting you manage your money anytime, anywhere.

The Co-operative Bank mobile banking app is free, fast, easy to use and is available for iOS and Android smartphones.

To download the app, first make sure you’re registered for online banking. Then follow one of these three options:

1. Visit co-operativebank.co.uk/mobile
2. Visit your device’s app marketplace and search for ‘Co-operative Bank’.
3. Text ‘app’ to 62277 and we’ll send you a link so you can download the app straight to your phone.

Then you can follow the on-screen instructions. Please be aware that your service provider may charge for using this application as you may incur data charges. The Co-operative Bank mobile banking app is only available in the UK and on mobiles with a dialling code starting 07. We’ve used independent security experts to test our application to check it’s secure.

Keeping your information secure

Keeping your personal information confidential is crucial. To protect you, we use a range of strict security measures including the latest encryption technology. Online banking will work on any computer connected to the internet with a suitable web browser/operating system. However, we also strongly recommend you have up-to-date anti-virus software installed on your computer and do not share any passwords or secure information with anyone else.

Other Information

How will I know how my Cash ISA is doing?

We’ll provide regular statements and you can also at any time view information we provide about each payment in or out of your account on online banking (if you’re registered) and ask us for it at any time through online and telephone banking and branches. If you’re not registered for online banking and don’t want to ask us for information when you need it, whenever you withdraw money from your account or make a payment, we’ll send you details of the transaction by post at least monthly. You can also opt for paperless statements if you are registered for online banking.

How to contact us

If you would like to make additional contributions, make a withdrawal or if you have any other questions, you can call our telephone banking service on **03457 212 212#** (after registering/answering some simple security questions).

Or write to, Customer Services, The Co-operative Bank p.l.c. P.O. Box 200, Skelmersdale, WN8 6NY.

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 **03457 212 212#**.

In Writing The Co-operative Bank p.l.c. Customer Response, 2nd floor, 1 Balloon Street, Manchester, M60 4EP

If you are still unhappy with our response you may be entitled to refer your complaint to the Financial Ombudsman Service, Exchange Tower, Harbour Exchange, 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. If you purchased your account online you may also have the option to refer your complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at <http://ec.europa.eu/consumers/odr>

Compensation

The Co-operative Bank p.l.c. 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. **smile** and Britannia 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, **smile** and Britannia. Certain customers are not covered by the FSCS.

For further information please visit www.FSCS.org.uk

Product specific Terms and Conditions

These terms apply to the Cash ISA. They add to our Co-operative Bank 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, please visit our website at co-operativebank.co.uk or contact us.

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.

Interest

Interest rate

The interest rate is variable.

When is it paid?

Annually on 5 April.

How is it paid?

Into this account.

Accounts limits

Minimum balance: £1

You will have 30 days from the date when we open the account to fund the account to the minimum balance of £1. If after 30 days you have not met the minimum balance we can close the account immediately and return any funds to you as advised to you at account opening.

Maximum balance: £1,000,000

Payments in and out

Paying in

You can pay in cash, cheques or by transfer from another account held with us or another provider (including standing orders).

You can also pay in cheques at a Post Office®.

Withdrawals

You can withdraw your money whenever you want.

Online banking – internal transfers and transfers to another provider.

Mobile banking app – internal transfers and transfers to another provider.

Telephone banking – internal transfers/ transfers to another provider / by requesting a Banker's cheque.

In branch – cash (up to a daily maximum) / internal transfers / transfers to another provider / by requesting a Banker's cheque.

By post – internal transfers / transfers to another provider / by requesting a Banker's cheque.

You cannot make international payments.

ISA Transfers in

You can transfer in cash ISAs you hold with us or another provider.

ISA Transfers out

You can transfer any amount to a cash ISA you hold with us or another provider.

Statements

We'll provide regular statements and you can also at any time view information we provide about each payment in or out of your account on online banking (if you're registered) and ask us for it at any time through online and telephone banking, and branches.

If you're not registered for online banking and don't want to ask us for information when you need it, whenever you withdraw money from your account or make a payment, we'll send you details of the transaction by post at least monthly.

*Tax-free is the contractual rate of interest payable where interest is exempt from income tax.

**A tax year runs from 6 April to 5 April the following year.

^Business Day – A Business Day is usually Monday to Friday (excluding bank holidays).

Please call 03457 212 212# 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.

#Lines open 8am to 8pm, 7 days a week. 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 06/2020.