



# CASH ISA – PRODUCT TERMS & CONDITIONS

# ABOUT THIS ACCOUNT

**These are Product Terms and Conditions for your Cash ISA. This means they are in addition to the Personal Savings Account Terms & Conditions. It might be that something is said differently in the two documents. If so, we'll follow these additional Product Terms and Conditions.**

**A cash ISA is a savings account. It's designed to allow you to earn tax-free interest on your money each year.**

**The Cash ISA is not flexible. This means that any money withdrawn cannot be replaced without counting towards your annual subscription limit which is set by HMRC. For example, let's imagine that the annual ISA allowance is £20,000. You put £10,000 in during the tax year. You then take £5,000 out. You'll only have £10,000 allowance left that tax year.**

**You have appointed us to manage your ISA. We'll manage it in accordance with these terms and the Savings Account Terms and Conditions. We'll also manage it in accordance with the Individual Savings Account Regulations 1998. We call these the ISA Regulations.**

## Conditions for opening your account

- You must be 18 or over. You must:
  - either be a UK resident; or
  - be a Crown employee serving overseas, or married to or in a civil partnership with a Crown employee serving overseas.
- ISA investments will be, and must remain in, the beneficial ownership of the investor and must not be used as security for a loan.
- HMRC sets the maximum amount you can pay into the ISA in any tax year. We call this the annual ISA allowance. In this tax year, you must not have paid in more than the annual ISA allowance in total to a cash ISA, a stocks and shares ISA, an innovative finance ISA and/or a Lifetime ISA.
- You must not have paid into a cash ISA with another ISA manager in this tax year (unless you are transferring all of the money you have paid into the other cash ISA to this one).
- You can put all of your annual ISA allowance into one of our cash ISA products or, split across two or more of our products. However, the total amount you subscribe must not exceed the annual ISA allowance across all cash ISA products. For example, you could pay part of your annual ISA allowance into a fixed rate product and part into our Online ISA.

## A key term you need to know

**'Nominated Account'** is a current account you have in the UK. It must be able to accept payments from your Cash ISA. You must be named on the account. The Nominated Account must be able to accept payment by Faster Payment or CHAPS. You can only have one Nominated Account.

## Nominated Account

We'll validate that you're named on the Nominated Account. You cannot make payments to the Nominated Account whilst we do this. You can request to change the Nominated Account. If so, we'll need to follow this process again.

## Running your Cash ISA

- You can manage your account in the following ways: online, post, or over the phone.
- The minimum amount required to open the account is £500. Your initial deposit must be paid by online payment or cheque.
- You might make the deposit by cheque. If so, you'll start to earn interest on the second working day after we receive the cheque. Please note that if the cheque does not subsequently clear, your account will be closed with immediate effect.
- You must fund the account within eight days of opening. Otherwise, we have the right to close it.
- You can choose to open a "variable interest rate" ISA or a "fixed interest rate" ISA. When you open a fixed interest rate ISA, we'll also open a variable rate ISA. This is for any additional funds you wish to top up (in addition to your fixed funds). Additional top ups are subject to a minimum of £100 per deposit. You do not need to use the variable interest rate ISA if you do not wish to do so.
- We'll send you confirmation that your ISA is open within seven working days of deposit. The only exception is where your payment is made by cheque. In this case, we'll send you a confirmation within 11 working days. We'll also send you a written confirmation every time we fix an interest rate for you at your request.
- If you pay in more than the annual subscription limit each year, we'll return the excess to you.
- You can transfer previous tax years ISA savings into your Cash ISA.
- You can't have more than £1 million in your account.

## Fixed rate or Variable rate Cash ISA

You can choose to open a "variable interest rate" Cash ISA or a "fixed interest rate" Cash ISA.

## Fixed rate

- You can fix the interest rate on your Cash ISA. It can be fixed for one, two or three years (a “**Fixed Term**”).
- You can make your initial deposit by more than one payment. If so, all payments must be provided to us before 5.00pm on the same working day. After this, you cannot add further funds to the fixed rate.
- If you are transferring previous tax year ISA funds, you can fix the rate for each transfer you make. Otherwise, you can choose one fixed rate each tax year.
- Fixed rate interest is paid once a year. It is paid on the anniversary of when the applicable balance was fixed. It's also paid on early termination of any funds held on a Fixed Term. We'll only pay the interest into your Cash ISA.
- When you open a fixed interest rate Cash ISA, we'll also open a variable rate Cash ISA. This is for any additional funds you wish to top up (in addition to your fixed funds). Additional top ups are subject to a minimum of £100 per deposit. You do not need to use the variable interest rate ISA if you do not wish to do so.

## Variable rate

- Variable rate interest is paid on the funds held in the variable rate ISA. It is paid once a year on the last working day of March. We'll also pay interest when you close your account. This rate may change. It can go up or down.
- You might transfer an ISA to us from another provider. If so, we'll calculate your interest from the transfer date.

## When the Fixed Term comes to an end

- We'll write to you 14 days before the end of your Fixed Term. We'll ask what you want to do with the Cash ISA funds when the Fixed Term ends.
- Unless you instruct us otherwise, at the end of the Fixed Term, we'll re-invest the funds in your Cash ISA (together with interest). We will invest it into our nearest equivalent Cash ISA. We'll write to you to confirm the details of your new Cash ISA. This will include the rate being paid and length of the Fixed Term.
- You can cancel your new Cash ISA following re-investment. You have 14 days to do this from the start date of your new Fixed Term. You can cancel without charge. Cancellation requests must be received by telephone, by secure message, through Online Banking, or in writing. It might be that a Cash ISA with the same term to your existing Cash ISA is no longer available. In this case, we'll reinvest your funds in the Cash ISA whose term is the next longest. So, for example, if you had a one year fixed rate bond, we would reinvest your funds into a two year fixed rate bond. This is unless you ask us to do otherwise. For example, imagine you had a Cash ISA with a term of three years. When it matured, we only offered terms of one or four

years. In this case, we would re-invest your funds in the Cash ISA with a four-year term.

- You can ask us not to reinvest the funds into a new Cash ISA at the end of the fixed rate period. In this case, we'll pay your funds (together with interest) to you by Faster Payment to your Nominated Account. We may charge for any other methods of funds transfer. These charges are set out in our Fee Information Document for Savings Accounts.
- You can find your most recent Fee Information Document in the "Personal Documents" section of our Document Library. This is on our website at [www.cynergybank.co.uk](http://www.cynergybank.co.uk), or on your Online Banking portal.
- It can also be obtained upon request.
- You can tell us that you want to transfer the funds to another ISA provider at the end of the Fixed Term. In this scenario, the funds will be held in the Variable Rate ISA. They will receive the variable rate of interest. This is despite the fact that they have previously been subject to a fixed rate of interest. This is until the completion of the transfer to your new ISA provider. Or, until you provide alternative instructions.

### Earning interest on your money

- We calculate interest daily on the cleared balance on your account.

### Withdrawals, Closure and Fees

#### Fixed Rate ISA's

- At the end of a Fixed Term, you can withdraw all or part of the balance. You cannot make partial withdrawals before the end of the Fixed Term.
- If you want to withdraw funds during the Fixed Term, you must withdraw all funds. If you withdraw funds before the end of the Fixed Term, we'll charge you 180 days' interest.
- So long as the Fixed Rate funds are withdrawn in their entirety and you have accepted the charge referred to above, you may do the following during a Fixed Term:
  - transfer the Fixed Rate funds to another ISA provider (see below under "Transfer to another ISA provider");
  - transfer the Fixed Rate funds to the Variable Rate ISA;
  - instruct us to pay the Fixed Rate funds to your Nominated Account; or
  - any combination of the above as long as the Fixed Rate funds are withdrawn in full.

- Your Cash ISA might not have earned enough interest to cover any charge owed to us. In this scenario, we can deduct that charge from the balance of the account. We'll then transfer the balance to you. This means that you might receive less than the amount initially deposited with us.
- If you have a zero balance, we can close your account.
- On your instructions, and within such reasonable time as you shall stipulate, all or part of the funds held in the ISA and any interest arising from those funds shall be transferred or paid to you.

### **Variable rate ISA's**

You can do the following without us making any charge: make withdrawals from the Variable Rate ISA; transfer funds to another ISA provider; or close the account without providing notice. On your instructions, and within such reasonable time as you shall stipulate, all or part of the funds held in the ISA and any interest arising from those funds shall be transferred or paid to you.

### **Closing your account**

- We're required to terminate your Cash ISA straight away having given you written notice if:
  - we can't administer the ISA in accordance with the ISA Regulations; or
  - you notify us that you're no longer eligible to have a Cash ISA.
- Where the Cash ISA is closed because we can't comply with the ISA Regulations, we won't charge you for early termination.
- We may stop acting as an ISA manager. If so, we'll give you three months written notice that we are closing your account. In this scenario, you can withdraw your money without charge.

### **If you want to transfer your Cash ISA to another provider**

- If you want to transfer all of your Cash ISA to another provider, we will transfer this in accordance with the ISA Regulations relating to transfers. Your current tax year subscriptions must be transferred in full.
- You will need to contact your new ISA provider and complete their transfer request form. HMRC guidelines state that a cash ISA must be completed within 15 working days of receipt of an instruction from you.
- On receipt of a transfer instruction from your new ISA provider, we will send the funds and accompanying information to the new ISA provider, within five working days from the date we receive notice.

## Statements

You'll be able to see your current balance and transactions in Online Banking. We'll provide you with a statement in Online Banking once a year.

## What happens in the event of your death?

If you pass away, no more money can be paid into your account.

- Your account can carry on being tax-free until the first of:
  - it's closed by the person looking after the estate,
  - the administration of the estate is complete, or
  - three years from the date of your death.

If we do not receive instructions from your estate within three years, we'll transfer all funds in your Cash ISA to a Classic Saver Account.

## Sharing information about you with HMRC

We can provide HMRC with information about your ISA. We can apply to HMRC to claim any tax credits in respect of the account. We can apply to HMRC to make any other claims for the repayment of tax on the account. All such claims will be made in accordance with the ISA Regulations.

## Additional important information

- We might delegate any of our roles or responsibilities to a third party. We'll only do this if we're satisfied that they're competent to carry them out.
- We will not you, if, by reason of any failure to satisfy the ISA regulation, your ISA has, or will become void.
- For tax purposes, the account is deemed open on the date you fund the account.
- You must not use the account to hold money for someone else. For example, if you're a trustee.
- You cannot hold the account with someone else.
- The tax treatment of an ISA depends on your circumstances. It may be subject to change in the future.

The Financial Conduct Authority is a financial services regulator. It requires us, Cynergy Bank Limited, to give you this important information to help you to decide whether our Cynergy Bank 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. The contents of this Summary Box are intended as a summary of the main features only and should be read alongside the relevant conditions.

Fixed Rates ISA's effective as at 4:00pm on 20 December 2023

Variable Rate ISA's effective as at 4:30pm on 1 November 2023

### Summary Box – Key Product Information for our Cash ISA

Account name	Cynergy Bank Cash ISA		
What is the interest rate?	Fixed Rate Term	Advertised Rate Tax-free / AER	Loyalty Rate Tax-free / AER
	1 year term	4.80%	4.81%
	2 year term	4.40%	4.41%
	3 year term	4.00%	4.01%
	Variable Rate	1.00%	
Can Cynergy Bank change the interest rate?	If you have been a customer for six months or more, you automatically receive our loyalty rate when you deposit or reinvest in an eligible product.		
	Interest is calculated daily on the cleared balance in your account at 7pm.		
	Fixed rate interest is paid annually on the anniversary of the start of the fixed term or on early termination of a fixed term and paid into the Cash ISA.		
	Variable rate interest is paid annually on the last working day of March and paid into the Cash ISA.		
	If you transfer your ISA to us from another provider we will calculate your interest from the transfer date to ensure that you do not lose out on any interest.		
What would the estimated balance be:	For funds earning a fixed rate of interest the interest rate is fixed for the entirety of the fixed term.		
	For funds earning a variable rate of interest the interest rate may change. If we change the interest rate to your advantage we may make the change immediately and will notify you within a reasonable time of the change taking effect. Where we make a change to the interest rate that is not to your advantage, we will notify you not less than 14 days before the change takes effect. Where the balance of your account is less than £100, we will not be required to give you notice ahead of making a change. Please see the Cash ISA Conditions for further details.		
	The estimated balances are based on interest being paid annually and added to the balance and assumes no further deposits or withdrawals are made. They are provided for illustrative purposes only and do not take into account a customer's individual circumstances and any changes to the variable interest rate or any additional contributions or withdrawals made in the future.		
	Term	Advertised Rate Tax-free	Loyalty Rate Tax-free
	1 year term	£1,048.00	£1,048.10
On maturity, based on a £1,000 deposit?	2 year term	£1,089.94	£1,090.14
	3 year term	£1,124.86	£1,125.19
	After 12 months, based on a £1,000 deposit?	Variable	£1,010.00
How do I open and manage my account?	To open a Cash ISA you must be at least 16 years old and a UK resident for tax purposes or be performing duties as a Crown employee, or be married to, or in a civil partnership with such person.		
	The new investment limit is £20,000 for the tax year from 6 April 2023 to 5 April 2024.		
	You may only subscribe to one Cash ISA in a single tax year (although in such year you may also invest in a Stocks and Shares ISA, Innovative Finance ISA and /or Lifetime ISA, subject to overall ISA limits). Cynergy Bank currently offers only a Cash ISA.		
	You can deposit between £500 and £20,000 for a new investment in a Cash ISA or £500 and upwards for a transfer using the ISA transfer in process. Our Cash ISA can only accept transfers in of Cash ISA's from ISA providers who are members of BACS and can support the BACS Cash ISA transfer in process.		
	You can choose to open a Variable Rate ISA or a Fixed Rate ISA.		
Can I withdraw money?	When you open a Fixed Rate ISA we will automatically open a variable rate ISA for any additional funds you wish to top up (in addition to your fixed funds) up to your ISA limit (subject to a minimum of £100 per deposit). You do not need to use the Variable Rate ISA if you do not wish to do so.		
	You can choose one fixed rate each tax year except when transferring previous tax year ISA funds where you can fix the rate for each transfer you make. You can fix any amount from £500 upwards.		
	You can manage your account in the following ways: online, post, or over the phone.		
	You can use Online Banking to manage your account and make withdrawals.		
	To use Online Banking, you'll need to download and register our Cynergy Bank Authenticator App (available for free on Google Play or the Apple App Store) or request a Digipass®.		
Can I withdraw money?	We hope you're happy with your Cash ISA, however if you change your mind you can cancel it free of charge within 14 days of the start date of your Cash ISA. The right to cancel applies to new Cash ISAs, including fixed term Cash ISAs.		
	After the 14 day cancellation period you are only entitled to withdraw funds in the following circumstances:		
	Fixed rate		Variable rate
	Fee-free withdrawals or account closure is permitted at the end of the fixed term. If you break the fixed term we will charge a fee equivalent to 180 days' interest on the amount invested in the Fixed Term. Fixed rates are automatically renewed at the end of the fixed term for a further fixed term. We will write to you 14 days before the renewal date to remind you of your options.		You can make withdrawals or request to close, at any time without notice or charge.
			This is not a flexible ISA. This means that any money withdrawn cannot be replaced without counting towards your annual subscription limit.
	Tax-free is the contractual rate of interest payable where interest is exempt from income tax.		
	The tax treatment and the rate of interest payable depend on individual circumstances and may be subject to change in the future.		
AER stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year.			



**Additional  
Information**

We may periodically launch new savings product issues which are given designated issue numbers. Individual product issues each have their own interest rate, these may vary from the prior/proceeding issues; either upwards or downwards.

We suggest customers check our website to see the latest available issue and if you wish to open a new product issue / savings then you can apply through our website or Online Banking.

We publish all current and historic issue interest rates on our website (<https://www.cynergybank.co.uk/rates/>) and within Online Banking if you hold one of our existing products.

The contents of this Summary Box are intended as a summary of the main features only and is not a substitute for reading the terms and conditions that apply to the account.

CIS\_002