Key Features & Summary Box
2 Year Fixed Rate ISA

We will be moving any account opened to our new Online Services. This is the Key Features and Summary Box for this Product which, together with the Savings Account Conditions, will apply from the date this account moves to our new Online Services. The changes are summarised in the document 'Summary of changes'.

Summary Box

Account name

Fixed Rate ISA
You will be notified of the new issue number when your Account moves to the new Online Services.

What is the interest rate?

	Annual interest		Monthly interest	
Account Balance	Tax free[1]	AER[2]	Gross[1]	AER[2]
£1,000 - £900,000	5.09%	5.09%	4.97%	5.09%

The Fixed Rate Term is 2 years from and including the date the initial deposit is made into your Account.

Interest from this Account may be paid monthly or annually either into this Account or your Nominated Account. Unless we have told you otherwise interest will be paid with the same frequency and to the same account that it was paid prior to the Account being moved to the new Online Services. This cannot be changed.

- **Annual interest** - Interest will be paid annually on the anniversary of your initial deposit.
- **Monthly interest** - Interest will be paid one month after funds are first credited to this Account and on that day in every month after that (see specific conditions for further details).
- Interest is calculated daily based on the end of day balance in the Account.

Can Charter Savings Bank change the interest rate?

No. This account has a fixed rate of interest which will not change during the Fixed Rate Term.

What would the estimated balance be after 24 months based on a £1,000 balance?

	Annual interest		Monthly interest	
Deposit	Interest earned	Balance at the end of the term	Interest earned	Balance at the end of the term
£1,000	£104.39	£1,104.39	£104.28	£1,104.28

The above examples are for illustrative purposes only, and do not take account of your individual circumstances.
The calculations are made with the following assumptions:

- Your deposit is paid into the Account when it is opened.
- You make no further deposits, transfers or withdrawals during the fixed term.
- The period does not cover a leap year.
- Interest is credited to the Account.

How do I open and manage my account?

- You can only open this Account in your sole name. You must be aged 18 or over and be resident in the UK (excluding the Channel Islands and the Isle of Man) or be performing duties as a Crown employee serving overseas, or married to, or in a civil partnership, with such a person. The Account cannot be used by clubs or charities or held in trust for anyone else.
- The Account can be opened online and only operated using our Online Services.
- Any deposits made in any tax year should not exceed the ISA Allowance.
- Minimum Account balance of £1,000, maximum Account balance of £900,000.
- The Fixed Rate Term is 2 years from and including the date the initial deposit is made into your Account.
- You will have 30 days from the day your Account is opened, to deposit at least the minimum Account balance, whether this is a new subscription for this tax year or transfers from other ISA providers. After this time, you will not be able to make any further deposits into the Account.
- If the minimum Account balance isn't met within the first 30 days of the Account being opened, the Account will close and the money will be returned to your Nominated Account.
- Deposits into the Account must be made by Electronic Transfer from your Nominated Account or Internal Transfer from another Account you have with us.
- You can also transfer all or part of an existing Cash ISA you have with another provider to us, if your ISA provider is registered with Pay.UK to send ISA transfers. You should ask your existing ISA provider if they are registered with this service. You can also let us know the details of your existing ISA during the online application process, or after your Account is open by logging in to our Online Services.

Account name	**Fixed Rate ISA** You will be notified of the new issue number when your Account moves to the new Online Services.
How do I open and manage my account?	• If you would like to contact us, please: - call us on 0303 330 1450 or - email us at: customerservice@chartersavingsbank.co.uk **Operating Hours:** Monday – Thursday 08:00 - 19.00 Friday – 08.00-18.00 and Saturday 09.00 – 14.00 Closed Sundays and Bank Holidays
Can I withdraw money?	**Withdrawals** Yes, you can make withdrawals at any time during the Fixed Rate Term by logging into your Account using our Online Services but an Early Withdrawal Charge will apply (See below). Withdrawals can only be made to your Nominated Account or to other accounts you have with us. If you ask for a withdrawal or transfer that takes you below the minimum Account balance, you will be prompted and required to close the Account in full. Please be aware that any amounts you withdraw from this Account will no longer be held in your Cash ISA. This means that any tax benefits in respect of the amount withdrawn will be lost. Our daily withdrawal limits and details of timings for Faster Payments can be found on our Website. **Flexible ISA** This is a flexible Cash ISA which means you can withdraw money and pay it back into any one of our Cash ISAs without affecting your ISA Allowance, as long as it's done in the same tax year that you took it out. See 'Flexible ISA' below in the Specific Conditions for more information. **ISA transfers** You can transfer all or part of the money in this Account to another ISA provider at any time but an Early Withdrawal Charge will apply (see below). We can only send funds by Electronic Transfer. **Early Withdrawal Charge** **Important:** any withdrawal or transfer after the 14-day cancellation period and before the end of the Fixed Term is subject to an Early Withdrawal Charge, of 180 days loss of interest on the amount withdrawn or transferred. This will be deducted from the balance in your Account on the date of the withdrawal/transfer. Therefore, you may receive back less than you have paid in. **Maturity** We will contact you before the maturity date of the Account to notify you of the options available at the end of the Fixed Rate Term. If we do not receive your maturity instructions before your Account's maturity date, your money will be automatically transferred into an easy access ISA offered by us at that time. We will tell you the interest rate and terms and conditions which will apply to that Account when we write to you before maturity.
Additional information	This is a limited issue product and may be withdrawn from sale at any time without notice. **Portfolio ISA** You can open one or more Charter Savings Bank Cash ISA products (**Accounts**), and they will be held in a portfolio Cash ISA. This means you can split your ISA Allowance across different Charter Savings Bank Cash ISA Accounts, but you'll be contributing to just one overall Cash ISA. **Cancellation period** If you change your mind, you can cancel your Account within 14 days of opening it, by calling our customer service team on 0303 330 1450. Please note, if you cancel in this way, the money you paid into the Account won't count as an ISA subscription for that tax year. We'll usually return your money to your Nominated Account. See 'Cancellation' below in the Specific Conditions for more information. If you don't close your Account within the 14-day cancellation period, you can still close it and take all of the money out before the end of the Fixed Rate Term, but you'll have to pay the Early Withdrawal Charge. The tax treatment of ISAs could change in future and is also dependent on your individual circumstances.

Additional information	**FSCS – Financial Services Compensation Scheme** Your eligible deposits held by a UK establishment of Charter Court Financial Services Limited trading as Charter Savings Bank are protected, up to a limit, by the Financial Services Compensation Scheme, the UK's deposit guarantee scheme. Any deposits you hold above the limit are unlikely to be covered. Further details can be found in the Information Sheet which can be found by logging in to our Online Services. For further information about the compensation provided by the FSCS, please refer to the FSCS website at www.FSCS.org.uk **Definitions:** • [1]**Tax Free.** The contractual rate of interest payable where interest is exempt from income tax. • [2]**AER**. This stands for Annual Equivalent Rate and illustrates what the interest rate would be if interest was paid and compounded once each year. The definitions section of our Savings Account Conditions define what Account, Electronic Transfers, Internal Transfer, Faster Payments, Nominated Account, Online Services, Payment Instruction and Website mean.

To make sure this is the right product for you, please read this Summary Box in conjunction with the Specific Conditions on the next page (together called the Key Features and Summary Box document), together with our Savings Account Conditions, which will be provided during your application. These together make up our Agreement with you.

If there is a difference between the Key Features and Summary Box document and the Savings Account Conditions, the conditions in the Key Features and Summary Box will apply.

Points to note

- **How to make a complaint:** Our aim is to always provide quality products and services. If you feel this hasn't been achieved, let us know and we'll do our best to deal with your concerns to your full satisfaction. More information on this is in the 'How to make a complaint' section of our Savings Account Conditions or ask for a copy of our complaints procedure.

Specific Conditions

- **Defined terms** - certain words and phrases (in bold) in these **Specific Conditions** have the meanings given to them in the **Savings Account Conditions**. Please read both documents which are available during your application and also by logging in to our Online Services. In addition, the following terms have the following meanings in these Specific Conditions.
- **ISA Allowance** means the maximum amount you can subscribe to your ISA(s) each tax year. The UK tax year runs from 6 April to 5 April. You can find out more about the **ISA Allowance** here: www.gov.uk/individual-savings-accounts. The Government may change the **ISA Allowance** and set limits on the amount you can subscribe to Cash ISAs in the future.

  You may subscribe to multiple Cash ISA **Accounts** and split your ISA Allowance between them. All current year subscriptions made to those Accounts will be treated as subscriptions to a single Cash ISA and will be reported to HMRC on that basis.

  You are responsible for ensuring that the total amount subscribed to all ISAs in any tax year whether with Charter Savings Bank or other ISA Providers, does not exceed the **ISA Allowance.**

  If you subscribe to a Cash ISA, you will limit the amount you can subscribe in a stocks and shares ISA, innovative finance ISA and a lifetime ISA. We don't currently offer these types of ISAs.
- **ISA** means an individual savings account under the **ISA Regulations**.
- **ISA Regulations** mean the Individual Savings Account Regulations 1998 (as amended from time to time). If there's any conflicting information between the **ISA Regulations** and the terms of our Agreement with you, the **ISA Regulations** will apply.
- **ISA Manager** – We, Charter Court Financial Services Limited trading as Charter Savings Bank with company number 06749498 and registered office at The Observatory, Brunel Way, Dock Road, Chatham, Kent, ME4 4AF, are the **ISA Manager** of your Cash ISA **Account(s)**.
- We will satisfy ourselves that any person we delegate any of our functions or responsibilities to under our Agreement with you in relation to your **Account** and our Cash ISA Accounts is competent to carry out those functions and responsibilities.
- We will notify you if due to any failure to satisfy the provisions of the **ISA Regulations** your Cash ISA has, or will, become void.
- **Applicants** - to open and hold an ISA you must be 18 or over and be a resident in the UK (or be performing duties as a Crown employee serving overseas, or married to, or in a civil partnership, with such a person). Please note the UK doesn't include the Channel Islands and the Isle of Man.

  You must tell us straight away if your circumstances change and you're no longer eligible to hold an ISA.

  If you change your address to an address outside of the UK without notifying us of your residency, we'll ask you to confirm whether or not you are still resident in the UK for that year. We may reject any payments you try to make into your **Account**, until you confirm this.

  If you notify us that you've moved abroad and you've stopped being a UK resident, you may be able to keep your **Account** open, but:
  - you may not be able to pay any more money into your **Account**; and
  - we may remove any money paid into your **Account** during the tax years in which you weren't a UK resident (and any interest earned on that money) and transfer it to your **Nominated Account.**

You'll still be able to transfer any money in your Account to another ISA provider (see the section on 'Transfers Out' below).

If your circumstances change again, and you become UK resident again, you may need to give us a declaration that you are resident in the UK and your permanent UK address.

- **Account use** - the **Account** is a personal savings account which can be held in your sole name. Joint accounts are not permitted. The **Account** cannot be used for clubs or charities or held in trust for anyone else. The funds in your ISA must be, and must remain in your beneficial ownership, and not be used as security for a loan. This means that you can't use your **Account** for the benefit of anyone else or transfer your **Account** (and any of your rights and obligations under it) to anyone else.
- **Account limits** - the minimum **Account** balance is £1,000. The maximum **Account** balance is £900,000.
- **Interest rates** - the interest rate is fixed as mentioned above and will not change during the Fixed Rate Term.
- **Fixed Rate Term** - is 2 years from and including the date the initial deposit is made into your Account.
- **Deposits** - you can only deposit funds into the **Account** from your **Nominated Account** by **Electronic Transfer** or **Internal Transfer** from another Charter Savings Bank account you have with us. You can deposit funds up to the total balance of £900,000.

  Any deposits made in any tax year should not exceed the **ISA Allowance**. The **ISA Allowance** is shared across the ISAs you may hold with any other ISA providers. It's your responsibility to ensure that you don't exceed the ISA Allowance across all of your ISA products.
  You have 30 days in which to make your initial deposit(s) into the **Account** to meet the minimum **Account** balance. The 30 days begin on the day your **Account** is opened. After this period, you cannot make any further deposits into the **Account**. If you do not make a deposit(s) up to at least the minimum **Account** balance within that period we will close it and return your money without interest to your **Nominated Account**.

  Please note that we do not accept:

  - additional permitted subscriptions (APS). If you're eligible for an APS following the death of a spouse or civil partner who held an Account with us, you may wish to contact another ISA provider that allows APS subscriptions.
  - defaulted cash account subscriptions or defaulted investment subscriptions.
- **Transfers In** - You can transfer all or part of a Cash ISA you have with another Pay.UK registered ISA provider to us. You can do this by logging into **Online Services** and submitting your transfer in request. Before transferring to us you should check if your existing ISA provider has any restrictions on transfers and any charges.

  If you're transferring an existing cash ISA to us, the transfer should take no more than 15 working days.
- **Withdrawals** – can be made at any time during the fixed term, provided that any partial withdrawal/transfer does not reduce the **Account** balance below the minimum **Account** balance of £1,000. Withdrawals will be subject to an Early Withdrawal Charge. For any withdrawal that takes you below the minimum **Account** balance, you will be prompted and required to close the **Account** in full.

  You can take money out of your Account by sending it to:

  - Your **Nominated Account**, or another Charter Savings Bank account you have with us; or
  - By transfer to another ISA provider (see 'Transfers Out' below).

  Further information on making withdrawals and how long it will take for the payment to reach your Nominated Account can be found on our **Website** and in Condition 9 of the **Savings Account Conditions**.

  We will act on your valid instruction to withdraw all or part of the funds held in the Cash ISA Account, including any interest arising from those funds to you.

  Please note, money withdrawn to a non-ISA account, including your **Nominated Account** will lose its Tax-Free status which means the tax benefits in respect of the amount withdrawn will be lost.

  To retain the ISA tax benefits, funds should be transferred directly to another ISA provider rather than withdrawn and re-deposited. See the section on 'Transfers Out' below.
- **Early Withdrawal Charge** - means the number of days loss of interest on any amounts withdrawn or transferred from the **Account** after the 14 day cancellation period and before the end of the Fixed Rate Term, as stated in the Summary Box above.

  This charge is calculated on the amount withdrawn /transferred at the interest rate on the date of the withdrawal.

  If the **Early Withdrawal Charge** is more than the interest you've earned, you may get less money back than you paid into your **Account**.
- **Flexible ISA** - Our ISAs are flexible and held as a portfolio Cash ISA. Any flexible ISA allowance applies to that Cash ISA as a whole. This means any money that you withdraw can be replaced within the same tax year into any one of our Cash ISA **Accounts** without the replacement counting towards your **ISA Allowance**, provided your Cash ISA remains open.

  Any such replacement must be made into the same Cash ISA, including into any product held within it or opened within it. If you withdraw from your current tax year subscriptions, you can replace it by paying the same amount back into any other ISA product you hold with us or another ISA provider, if the account terms allow this.

  If you withdraw previous tax year subscriptions from your **Account**, to avoid losing your flexible allowance you must replace those amounts back into one of your Cash ISA **Accounts** with us, if that **Account** is open to deposits.

  This flexibility applies as long as your Cash ISA remains open. If your Cash ISA is closed or transferred in full to another provider, you will no longer be able to replace withdrawn amounts without using your ISA allowance.
- **Transfers Out** - you can transfer all or part of the funds in your **Account** to another ISA provider at any time. To do so, please contact your new ISA provider. Where we are transferring funds to another ISA provider we will do so in accordance with the **ISA Regulations** relating to transfers.

  We'll send the money and information to your new provider within 5 working days of receiving the transfer request from the other ISA provider. The transfer process should typically be completed within 15 working days. It may be completed more quickly, if the transfer can be completed using the Pay.UK electronic cash ISA transfer service. We can only send funds by **Electronic Transfer**.

- **Interest payments** - Unless we have told you otherwise interest will be paid monthly or annually into this **Account**, or into your **Nominated Account** in the same way that it was paid prior to the Account being moved to the new Online Services.
- **Interest payment date** - if you choose to have interest paid monthly, interest will be paid one month after funds are first credited to this Account and on that day in every month after that. If you choose to have interest paid annually, we will pay interest on the anniversary of your initial deposit. If interest is due to be paid on the 29th, 30th or 31st of a month that does not contain that day, we will pay it on the last day of that month, and that day will become the day in the month that interest is paid for all future interest payments.
- **Payment of interest to your Nominated Account** - interest will be received in your **Nominated Account** on the same day interest is paid.
- **Maturity** - your **Account** will mature at the end of the last day of the Fixed Rate Term. We will contact you before your **Account's** maturity date, notifying you of the options available at the end of the Fixed Rate Term. If we do not receive your maturity instructions before your **Account's** maturity date, your funds will be automatically transferred into an easy access ISA offered by us at that time. We will tell you the interest rate and terms and conditions which will apply to that Account when we write to you before maturity.
- **Product withdrawal** - we reserve the right to withdraw this product from sale at any time.
- **Death of the Account holder** - The following applies to deaths after 6 April 2018: In the event of your death, we will manage your **Account** according to **ISA Regulations**. No further deposits can be made, but the **Account** will continue to earn Tax-Free interest until the earliest of:
  - The **Account** is closed by the person handling your estate;
  - The administration of your estate is confirmed as complete; or
  - Three (3) years from the date of your death.

  After this three-year period, if the Account is still open, we'll maintain your Account but from that point, any interest earned will be subject to tax.
- **Closure of Account** - you can close your **Account** at any time during the fixed term by using our **Online Services** to request an Internal Transfer or withdrawal to your **Nominated Account**. You can also close by requesting a full balance transfer to another provider. But if you do, you'll have to pay the Early Withdrawal Charge. Please note, money withdrawn to a non ISA including your **Nominated Account** will lose its Tax Free status which means the tax benefits in respect of the amount withdrawn will be lost.
- **Cancellation** - You have a right to cancel your **Agreement** with us for your **Account**, within 14 days of first opening it. You can exercise that right by calling our customer service team on 0303 330 1450. Please note if you do this, the money you paid into the **Account** won't count as an ISA subscription for that tax year.

  If you cancel after you have asked us to open your **Account** using money that has been transferred in from another ISA provider, we will (unless you tell us otherwise), attempt to return the money to the ISA provider that it came from. But we may not be able to do so if the transfer process has been started or has completed. In these circumstances you can choose whether to:
  - continue to withdraw the money (which may impact your previous years subscriptions as the money will lose its tax-free status), or
  - ask that it be transferred to another ISA provider.

  Any interest earned will be Tax-Free as long as you've complied with the **ISA Regulations**.

  If you don't cancel, the **Account** will continue until the expiry of the Fixed Rate Term or until you or we close the Account.
- **Compliance with the ISA Regulations**: You must act in accordance with the **ISA Regulations**. If you breach any of the **ISA Regulations**, for example by paying in more than the **ISA Allowance** or making subscriptions when you are no longer eligible for the **Account**, there may be various consequences which mean you may lose the benefits of this **Account**. For the purposes of the **ISA Regulations**, any subscriptions you make with us will be taken into account across all ISA accounts we provide to you, including where these are held on different platforms, systems or services that we operate (even where these are reported separately to HMRC).

  If you breach the **ISA Regulations**, including by exceeding the ISA Allowance with us (whether on a single platform or across multiple platforms we operate), or across one or more ISA providers, then:
  - your ISA Accounts could be declared void; and,
  - you may have to pay tax on some or all of the interest you've earned; and
  - you may not be able to pay any more money into your **Account** or take any money out of your Account.

  If this happens, we may:
  - stop any further payments into your **Account**;
  - remove some or all of the money (including interest) from your **Account**, including any amounts which exceed the ISA Allowance;
  - treat any excess subscriptions as if they had not been made, which may include removing those amounts and any interest earned on them or adjusting interest so that no interest is paid on those amounts;
  - close your **Account**; or
  - take any other action HMRC or another regulatory or government authority requires.

  Where we remove money from your Account due to a breach of the **ISA Regulations**:
  - the interest removed will count towards your personal savings allowance; and
  - you may have to pay tax on any interest it earned before being removed.

Charter Savings Bank is a trading name of Charter Court Financial Services Limited a company registered in England and Wales (company number 06749498). Registered office: The Observatory, Brunel Way, Dock Road, Chatham, Kent, ME4 4AF. Charter Court Financial Services Limited isauthorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Firm reference number 494549).