

Cash ISA to Cash ISA Transfer Guidelines

We recommend that ISA providers adopt the procedures below, devised by representatives of the industry. They are recommendations only and not prescriptive.

The process below is based on the assumption that the customer approaches the new ISA provider to effect the transfer. On the rare occasion that the customer contacts his/her existing provider, s/he should be asked to go direct to the new ISA provider.

This guideline is effective for Cash ISA to Cash ISA transfers initiated on or after 28 July 2011, until such time that this guideline is updated.

Process

Step	Action	Timescale	Max. no. of days
1	<p>New ISA provider asks the customer to confirm the request to transfer by completing a Cash ISA Transfer Authority Form with a wet signature, unless an alternative agreement is in place between ISA providers.</p> <p>The customer must also complete a transfer application/instruction, where required, which could be either written or non-written and be validated by the new ISA provider.</p> <p>New ISA provider forwards the original Cash ISA Transfer Authority Form to the old ISA provider and confirms in writing the basis on which he/she is willing to accept the transfer (See Transfer Acceptance section on Model Form below)</p>	<p>The process starts on the day the new ISA provider receives the Cash ISA Transfer Authority Form from the customer, wherever this is received in the organisation.</p> <p>The new ISA provider has 5 business days to process the customer's instruction and send on to the old provider.</p> <p>First class post or equivalent should be used.</p>	5
1a	In the post		1

2	<p>The old ISA provider sends a Cash ISA Transfer History Form¹ to the new ISA provider, accompanied by a cheque for the transfer proceeds.</p> <p>The date on the cheque must match the first day where interest no longer accrues on the funds being transferred.</p> <p>Similarly, if funds are transferred electronically then the payment must be initiated on the first day on which interest no longer accrues on these funds.</p> <p>The transfer of funds must not be made by electronic means or bulk payment by cheque unless agreement has been reached between the ISA providers.</p> <p>Where information supplied by the new ISA provider and information held by the old ISA provider differ, the transfer should go ahead subject to the old ISA provider being confident of the customer's identity (this is to ensure customer protection) and is satisfied which ISA account is to be transferred.</p>	<p>The maximum timeframe for actioning Step 2 should be 5 business days, where day 1 is the first day the request is received in the organisation.</p> <p>First class post or equivalent should be used.</p> <p>As soon as the old ISA provider recognises that a delay beyond 5 business days is likely to occur, (pended cases excepted²) it is their responsibility to notify the new ISA provider and the customer of the reasons for the delay and a likely timetable for resolution.</p>	5
2a	In the post		1
3	<p>Once a Transfer has been received by the new ISA provider, it should not be rejected without first contacting the old ISA provider using the contact details on the TISA database.</p>	<p>The new ISA provider should apply the transferred funds to the customer's account within 3 business days of receipt.</p> <p>Interest on the transferred funds should be backdated <u>either</u> to the date on the cheque, inclusive, <u>or</u> to the date which represents 'day 16' of the transfer process, inclusive – <u>whichever is earlier</u>.</p> <p>For electronic payments, interest on the transferred funds should be backdated <u>either</u> to the date the payment was initiated, inclusive, <u>or</u> to the date which represents 'day 16' of the transfer process, inclusive</p>	3

¹ This is the Transfer Form (or its equivalent) as covered in HMRC Guidance 11.18

² See below for the circumstances in which cases can be pended.

		– <u>whichever is earlier.</u>	
	<u>TOTAL DAYS</u>		<u>15</u>

Chase-up Process between steps 1 & 2 if required

If the new ISA provider has not heard anything from the old ISA provider within 10 business days after sending the Cash ISA Transfer Authority Form, it is the responsibility of the new ISA provider to check the progress.

Providers should use the most appropriate medium of communication in the prevailing circumstances.

Pending Cases

Cases should be pended where:

- the customer has expressly requested the transfer to take place at some future date, or
- a customer's account has a restriction on it (i.e. notice account / fixed rate) where to transfer immediately would cause the customer to incur a financial charge & the customer has NOT indicated that they are willing to pay such a charge, or
- the terms & conditions restrict access and therefore do not permit the transfer to another provider [prior to] [until] a future date.

Transfers can not be pended due to errors/omissions on the transfer form or where additional information (i.e. passbooks) is required from customers or the other provider involved in the transfer.

The day a pended case is actioned (pended) by the old provider does not count in the timescales for either provider.

The first day the money becomes "free to move" does count towards the timescales for both providers.

The old provider **MUST** inform the new provider of pending a case in an agreed format, this is assumed to be letter in the absence of any other agreement. This communication must include, **the date on which the case was pended** (which is not counted by either provider) and **the first date the account is free to move**.

Where a customer's account is free to move within just a few days of the transfer request being received by the old provider, the provider has discretion not to pend the case but to simply process the case when it is free to move, so long as they still complete the transfer out within the 5 business days requirement (with no days permitted as pended). This is to remove the need for costly and time-consuming communication between organisations for cases that can be completed within 15 business days, even though the funds may not be free to move for a day or so.

It is at the individual provider's discretion as to whether they notify customers that their transfer has been pended. However, it is recommended that the old provider informs the customer, except where the customer has specifically stated that they do not want the transfer to take place before a certain date or event.

Data Security

ISA providers should liaise with one another to establish secure transfer channels in accordance with their obligations under the Data Protection Act.

Resolution

TISA maintains two secure databases containing the contact details of ISA providers for access only by other ISA providers, for the purpose of resolving and escalating protracted transfer issues. All ISA providers should keep their contact details up to date **at all times** on both databases to support the correct direction of transfers and other communications between providers. Contact details should include telephone, e-mail and address and office working hours, for telephone contact in particular.

The TISA databases should also be populated with contact details of where to refer Transfer Out / Transfer In correspondence – as this can distinguish between where ISA providers want the initial request correspondence to be directed (e.g. central address or branch) and any ongoing correspondence.

Providers should inform TISA of a change in contact details at least 2 business days prior to this change becoming effective via the following e-mail address - isatransfers@tisa.uk.com

Case Abandonment

A case can only be abandoned where the customer is the primary cause for the delay. Cases where the old Provider is the primary cause for delay would not be abandoned and the new Provider would continue to pursue the case through the cross-industry chaser and resolution procedures.

Where the new provider is only willing to accept a transfer by a given date and funds are received after this date the new provider may choose to make contact with the customer to consider possible alternatives to returning the funds. The new provider would retain the right to repatriate the funds if no alternative solution can be agreed.

If the new provider is unable to accommodate the transfer then the old provider could use one of the following remedies, as set out in HMRC ISA Bulletin 15:

- reinstate the original ISA, or
- offer another product to the customer and effect an internal transfer, or
- allow the customer to transfer to another provider.

A case can be abandoned 2 months post the expiry of the initial 15 business day transfer timescale.

On abandoning a case the new provider must inform the customer that they have abandoned the case citing a reason.

Providers should review what action to take where funds are received post case abandonment, they can either accept, decline or contact the customer to arrange a new account for the funds to be put in (if for example the previous fixed rate is no longer available).

I authorise my existing ISA provider to transfer the ISA (account number above) to [new ISA Provider]. I authorise my existing ISA provider to provide [new ISA Provider] with any information, about the cash ISA and to accept any instructions from them relating to the cash ISA being transferred.

Where I must give notice to close or transfer part of the existing cash ISA, or the existing cash ISA contains a fixed-term deposit that has not reached its maturity date, I instruct my existing ISA provider to either: (tick the appropriate box)

- 1. wait for the full notice period to end or wait until the maturity date (whichever is relevant) before going ahead with this transfer;
- or
- 2. depending on the terms and conditions, carry out the transfer as soon as possible – I will accept any consequential loss of interest or charges which may be applied.

Signed: Date:

Transfer acceptance (your new ISA provider fills this part in)

We are willing to accept this ISA transfer in line with the customer's instructions above, as long as the following conditions are met.

- The transfer proceeds are made up of cash deposits only.
- We must receive the transfer proceeds no later than .
- Where the customer has shown above that they want to transfer subscriptions from the current tax year, these must not be more than £ ,.

For the purposes of the transfer of the ISA wrapper under the ISA regulations, the date shown below will be the transfer date.

Date:

Name of new provider: