

## What you need to know about our ISAs

ISA stands for 'Individual Savings Account', a tax efficient way to save or invest money.

There are four types of ISA:

- Cash ISA
- Stocks & Shares ISA
- Innovative Finance ISA
- Lifetime ISA

Loughborough Building Society only offers Cash ISAs.

### What is a Cash ISA?

A Cash ISA is a savings account where interest is paid tax free. It is available to UK residents who are aged 18, subject to the product terms.

You can invest in one Cash ISA product per tax year with The Loughborough. Your £20,000 cash ISA allowance for 2025/26 cannot be split between different ISA products within the same tax year at Loughborough Building Society. Other ISA providers may offer higher flexibility to split your allowance across different ISA products within the current tax year.

You can split your ISA allowance between different ISA providers; it is your responsibility to ensure that you do not exceed your £20,000 2025/26 annual ISA allowance if choosing to do this.

### How much can I invest?

**For this tax year 2025/26 the allowance is £20,000.** ISAs are subject to an annual subscription limit set by the UK government; this limit is changing from the 6<sup>th</sup> of April 2027 if you are under the age of 65 to £12,000. By opening a Cash ISA, you will be limiting the amount you can invest in a Stock and Shares ISA, Innovative Finance and/or Lifetime ISA.

### Can I withdraw from my ISA?

On the instructions of the investor and within the time stipulated by the investor, all investments, or part of the investments (where partial withdrawals are allowed) shall be transferred or paid to the investor. Please see individual product terms for any details on partial withdrawals and any penalties that may apply.

### Can I transfer my Cash ISA with another provider to The Loughborough?

Yes, The Loughborough accepts cash ISA transfers in, in full or part subject to the individual product terms, please see the individual product summary to understand if your chosen product is accepting transfers. This is detailed in the section 'how do I open and manage my account' or please call us on 01509 631960 and one of our savings team will be able to provide you with information.

### How do I transfer my Cash ISA held elsewhere to Loughborough Building Society?

You will need to fill out one of our ISA application forms and ISA transfer forms and check the product terms to ensure that you are eligible to transfer into your chosen product. We will then communicate with your existing ISA provider to arrange the transfer. This is normally actioned between us and your existing provider within 15 working days to allow us to request and receive both your ISA history information and funds. Loughborough Building Society only accepts CASH ISA transfers and does not accept transfers from stocks and shares ISAs.

### How do I transfer my Loughborough Building Society cash ISA to another ISA provider?

If you ever want to transfer your Cash ISA with us to another provider, you will need to fill out an application form and transfer request with your new provider and check their product terms to ensure that you are eligible. The new provider will then request your ISA information and funds from us, once your request is received by us, we aim to provide this information to your new provider within 5 working days. Whilst some ISA providers may offer higher flexibility to transfer out partial amounts from the 2025/26 ISA subscription, at the Loughborough we can only transfer the current years cash ISA subscriptions in full. For example, if you invest the full 2025/26 cash ISA allowance of £20,000 and want to transfer it to another provider, we can only transfer the full £20,000 to your chosen new ISA provider. You can transfer partial amounts of previous years cash ISA subscriptions.

### **Transferring your account and delegating our responsibilities**

If we delegate any of our functions or responsibilities under this agreement to anyone else, we will satisfy ourselves that the person or organisation we delegate to will be competent to carry out those functions and responsibilities.

### **Interest**

The favourable tax treatment of the interest earned on a Cash ISA is the responsibility of the government and may not be maintained in the future.

### **What if I change my mind?**

Whenever you open an ISA account, you have 14 days to decide whether it is the right one for you. If you decide to close or transfer the account within this time you can do so without notice or penalty. A cancelled ISA will not count as an ISA subscription.

### **What happens upon death when holding a cash ISA?**

Your cash ISA will end when either your executor closes it, or the administration of your estate is completed. If this takes longer than 3 years your ISA provider will remove the tax-free status of the funds. Further information on inheriting an ISA allowance can be found on our the gov.uk website under individual savings accounts [www.gov.uk/individual-savings-accounts](https://www.gov.uk/individual-savings-accounts)

### **Financial Services Compensation Scheme**

The Loughborough is covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a building society is unable to meet its financial obligations. It's important that you read the FSCS Information Sheet which provides basic information about the protection of your savings deposits before you open an account.

### **How do I make a complaint?**

If you have a complaint, our colleagues aim to resolve this at first point of contact. However, if you're not totally satisfied with the response then the matter will be referred to a member of our management team. Our complaints procedures guide can be found here.

### **Important Information**

- ISA investments will be and must remain in, the beneficial ownership of the investor and must not be used as security for a loan.
- We will notify you, if by reason of any failure to satisfy the provisions of the ISA regulations; your ISA has or will become void.
- To open an ISA, you must provide us with your National Insurance Number, without this we will not be able to open an ISA for you.
- If you move house and do not update us with your new address, we will not be able to continue to confirm that you remain a resident of the UK and therefore we may reject funds paid to your cash ISA until we are able to confirm that you continue to be eligible to hold a cash ISA.