



**smile** the internet bank



Key features of the

**smile**

**cash ISA**

**This document describes the important features of a smile cash ISA. If you decide to take out this account you should keep this document with the other account documents which you receive.**

The Financial Services Authority is the independent financial services regulator. It requires us, smile, to give you this important information to help you decide whether our smile 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.

# Questions and answers

## What is a smile cash ISA?

- It is 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 generous tax benefits of ISAs, the government has set limits on the amount you can invest in an ISA in each tax year – see 'How much can I pay in?' section on page 4 for details of the ISA investment limits.
- Anyone who is aged 18 or over can invest in a smile cash ISA. In addition, you must be resident in the UK for tax purposes. Accounts must be opened in a single name only.
- If you invest in a smile cash ISA you cannot invest in another cash ISA with another provider in the same tax year. You can however invest up to £7,200\* in a Stocks and Shares ISA with another provider less any investment in the smile cash ISA.

## How do I pay into an account?

- Standing order.
- Direct transfer from another smile account or another bank account.
- At any Co-operative Bank branch.
- By sending a cheque through the post.
- By cheque 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
- over the counter
- at any Co-operative Bank branch.

\*If you were born on or before 5th April 1960, increased ISA limits apply from 6th October 2009. You can invest up to £5,100 each tax year in a Cash ISA and your overall annual ISA investment allowance is £10,200. These higher limits will apply to all eligible ISA investors with effect from 6th April 2010.

## How much can I pay in?

- The minimum amount needed to open a smile cash ISA is £1 and you can make further deposits at any time.
- You can pay up to £3,600\* into a cash ISA in any tax year. You can withdraw as much of the balance of your ISA as you like without any interest penalties. If you take money out, you can't replace it. Once you've paid your allowance for the tax year, you can't pay in any more money until the next 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 5th 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 notify you of any changes by post within 30 days of the change.
- The smile website displays the latest interest rates, go to [www.smile.co.uk](http://www.smile.co.uk) or if it is more convenient call us – see 'How to contact us', page 6.

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

If you put too much into your smile cash ISA we'll return the money to you. How we do that depends on how you put the money in:

- from another bank account, you'll have the full amount returned via electronic bank transfer
- by cheque or any other payment method, we will have to wait for the funds to clear. Once they have, we will return the difference to you by crediting any other smile or Co-operative Bank account that you hold with us or if you don't, we will send you the difference by cheque.

## What happens to my savings if I die?

- The amount payable on death is the balance of your smile cash ISA plus any interest up to the date of death.

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## Can I transfer my ISA?

- You can transfer your smile cash ISA to another ISA provider at any time. You will not lose the tax benefits. You must do this by first opening an account with a provider, who will in turn contact us. You must not withdraw your funds yourself to transfer as your funds will lose their tax-free status.

## What about tax?

- Any interest on money saved in a smile cash ISA is paid gross and is completely free of UK tax **provided you continue to meet HMRC regulations governing this product.**
- Legislation governing taxation is liable to change. In particular, the favourable tax treatment of ISAs may not be maintained. Any reference to tax is based on our understanding of current legislation, which is subject to change and depends on your individual financial circumstances.

## Can I change my mind?

- You have a right to cancel your account 14 days from our receipt of your signed agreement or you have started to transact on the account. You can cancel by writing to us at Customer Services, The Co-operative Bank p.l.c., P.O. Box 200, Skelmersdale WN8 6NY. You will have to repay us any amount you owe us, including any interest and charges and, if appropriate, cut up any cards. If you choose not to cancel, the terms and conditions including any interest rates and account charges, will apply.

## How will I know how my smile cash ISA is doing?

- You can view your current statements online at any time. All statements remain available via your online account for 12 months.
- Of course, if you wish, you can request an up-to-date balance at any time – see 'How to contact us' on page 6.

## How to contact us

You can also phone smile on 0870 (THE BANK) 843 2265,, available 24 hours a day, 365 days a year.

Or write to:

smile

The Co-operative Bank p.l.c.

P.O. Box 600

Delf House

Skelmersdale

WN8 6GF

## Other Information

### How to complain

In our experience most complaints can be resolved quickly and easily over the phone. Please talk to a smile adviser on 0870 843 2265.

- If you ever need to make a complaint, please call smile on 0870 843 2265 or write to:

Customer Services

The Co-operative Bank p.l.c.

Delf House

Skelmersdale

WN8 6GF

- You can also log into your account and send us a secure message
- Or you could email us at [i\\_am\\_frowning@smile.co.uk](mailto:i_am_frowning@smile.co.uk) For security reasons, please do not email your account details, personal information or include any attachments.

Ultimately, if no resolution can be reached, our Team Managers/Relationship Managers will be happy to advise you on the Bank's complaints procedure. Details of our complaints handling procedure can be found on [www.smile.co.uk](http://www.smile.co.uk) under the 'talk to us' section. smile, as part of the Co-operative Bank, is covered by the Financial Ombudsman, who resolves individual complaints against banks in the UK.

- If your complaint is not dealt with to your satisfaction, you can then complain to:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR

Tel: 0845 080 1800

- making a complaint will not affect your legal rights.

## Terms and conditions

- This document gives a summary of a smile cash ISA. It does not include all the terms and conditions.
- We have the right to change some of these terms and conditions. If the change is to your disadvantage we will notify you in writing 30 days prior to the change. We will notify you of other changes within 30 days of the change.
- If you would like a copy of the Terms and Conditions, please ask an adviser, call us – see 'How to contact us' on page 6, or visit **[www.smile.co.uk](http://www.smile.co.uk)**

### Law

- English Law will apply.

### Compensation

- We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a bank is unable to meet its financial obligations. Most depositors – including most individuals and small businesses – are covered by the scheme.

smile is a trading name used by The Co-operative Bank, which also operates under the trading name of Britannia. As such, protection provided to depositors by the FSCS is limited to a total of £50,000 for the combined amount of deposits held with The Co-operative Bank, smile and Britannia.

However, if you held accounts, which were covered by the FSCS, with both The Co-operative Bank (including smile) and with Britannia Building Society immediately prior to the date of merger of the two organisations on 1st August 2009, then until 30th December 2010 those accounts with each of the Bank and Britannia are covered for up to £50,000 each, i.e. £50,000 for your Co-operative Bank account(s) and £50,000 for your Britannia account(s).

Further details of the cover provided by the FSCS are available at **[www.fscs.org.uk](http://www.fscs.org.uk)** or by phoning the FSCS on 020 7892 7300.

smile is part of The Co-operative Bank.

The Co-operative Bank is authorised and regulated by the Financial Services Authority (No.121885), subscribes to the Banking Code, is a member of the Financial Ombudsman Service and is licensed by the Office of Fair Trading (No.006110). Calls may be monitored or recorded for training and security purposes. Calls to 0845 numbers will cost no more than 4p per minute for BT customers. Other providers may charge more.

The Co-operative Bank p.l.c., registered in England and Wales number 990937,  
P.O. Box 101, 1 Balloon Street, Manchester M60 4EP.

