



CASH ISA

Key Features of the Alliance Trust Savings Cash ISA
Tax Year 2011/12



Investing **Today** for Tomorrow

YOUR QUESTIONS ANSWERED

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

Its Aims

- To provide you with a low risk savings account that allows easy access to your money.
- To allow you to benefit from receiving interest on your savings tax free.

Your Commitment

- The minimum payment to the Cash ISA is £50. This may be lump sum payments or regular savings by Direct Debit.
- The maximum you can subscribe in this tax year is £5,340.
- There is no commitment on your part to make subscriptions to the Cash ISA and you can stop subscribing at any time without penalty.
- The rate of interest paid in the Cash ISA is variable. A copy of our current rates is available from www.alliancetrustsavings.co.uk or by calling our Client Services team.
- You can withdraw your money at any time. Once you have paid in the maximum Cash ISA allowance you must wait until the next tax year to begin paying more in.
- You can only open and subscribe to one Cash ISA per tax year.

Risk Factors

- The rate of return you receive in your Cash ISA may vary.
- The value of cash savings can be eroded by inflation.
- Government policy regarding Cash ISAs may change in the future.

What is a Cash ISA?

A Cash ISA is a tax advantaged account which may be suitable for short to medium term savings. Interest earned in a Cash ISA is not taxed.

Who can apply for a Cash ISA?

You must be 16 years of age or over and resident or ordinarily resident in the UK, or otherwise qualify for the purpose of the ISA regulations. You can only hold a Cash ISA in your own name.

How do I apply for a Cash ISA?

You can apply online at www.alliancetrustsavings.co.uk. You may also apply by post by completing an application form which is available from our website or by calling our Client Services team.

Can I cancel my application for a Cash ISA?

Once your application has been accepted we will send you a cancellation notice reminding you of your right to cancel. You will have 30 days from the date you receive this notice to cancel your application.

How much can I subscribe to a Cash ISA?

You can subscribe up to £5,340 in this tax year.

How do I pay into a Cash ISA?

Our Cash ISA offers a flexible range of methods for you to make payments into your Account, so you may choose the most convenient method for you.

Direct Debit

You can arrange for regular payments into your Account by Direct Debit. These can be set to be monthly or quarterly. You may choose to have your Direct Debit collected on the 1st, 8th, 15th or 22nd of the month.

To set up a Direct Debit you can either use the *Manage My Account* section of *i.nvest* or complete a Direct Debit Instruction. Copies are available from www.alliancetrustsavings.co.uk or by calling our Client Services team.

Debit card

You can pay into your Account using your debit card online and by calling our Client Services team on 01382 573737.

Cheque

You can pay into your Account by cheque at any time. To make a cheque payment, you should make the cheque payable to Alliance Trust Savings Limited and send it to us attached to a completed Instruction Form. Our Instruction Form is available from www.alliancetrustsavings.co.uk or by calling our Client Services team.

Bank transfer

You can transfer funds directly from your bank account into your Alliance Trust Savings Cash ISA. Please contact our Client Services team on 01382 573737 for details about how to complete this transaction.

How do I withdraw from my Cash ISA?

You can withdraw from your ISA at any time by completing a Cash ISA Withdrawal Form. Please call our Client Services team who will send you a form. The minimum amount you can withdraw without closing your ISA is £100. We can make payments either electronically to your bank account by BACS for a charge of £20 or by cheque for a charge of £10.

Can I transfer a Cash ISA I have with another manager to you?

Yes. You should complete a Cash ISA Transfer In Request form which is available from www.alliancetrustsavings.co.uk or by calling our Client Services team. We will then arrange the transfer with your current ISA manager. You can transfer a Cash ISA in full or part. You should bear in mind that your current ISA manager may charge you to transfer your ISA and you should assess any charges you will incur before instructing the transfer.

However, you cannot transfer a Stocks and Shares ISA into a Cash ISA.

Can I transfer my Cash ISA from you to another manager?

Yes. You should contact your new ISA manager who will arrange the transfer for you.

You can transfer your Cash ISA in full or part and you can transfer it either into another Cash ISA or into a Stocks and Shares ISA.

If you die, the tax benefits which apply to your ISA will stop. There will be no tax to pay up until the date of your death but tax on everything earned after your death until your ISA is closed will have to be paid by your legal personal representatives.

What information will I receive from you?

Once you have applied for a Cash ISA and it has been processed and accepted you will receive a Welcome Pack which will include the following information:

- a letter acknowledging and accepting your application
- the Alliance Trust Savings Customer Handbook
- our Terms and Conditions
- our Order Handling Policy
- our Conflicts of Interest Policy
- a Cancellation Notice.

You will also receive separately a Personal ID and Personal Identification Number (PIN), which together will allow you access to our online and telephone services

In the event that there are any changes to the information we have provided you we will notify you.

We also will send you six-monthly valuations and transaction statements, and you can check the value of your ISA at any time if you use i.nvest, our dealing platform.

The Law

In the unlikely event of a legal dispute the law of England will prevail in all cases.

How are complaints dealt with?

We aim to provide you with excellent service but in the event of a complaint about your Cash ISA you can contact us either by writing, email, telephone, fax or in person. The contact details for complaints are:

**Service Quality Team
Alliance Trust Savings Limited
PO Box 164
8 West Marketgait
Dundee
DD1 9YP**

**Tel: 01382 573737
Fax: 01382 321183
Email: contact@alliancetrust.co.uk**

Any complaint can be made by you or on your behalf by another person provided that person has your written authority to do so. A leaflet giving more information on how we handle complaints is available from www.alliancetrustsavings.co.uk or by calling our Client Services team.

If you are not satisfied with the way that we answer your complaint and would like to proceed further you can contact the Financial Ombudsman Service by writing to:

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR

Tel: 0800 0 234 567

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme. 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.

In respect of deposits, an eligible depositor is entitled to claim up to £85,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £85,000 each (making a total of £170,000). The £85,000 limit relates to the combined amount in all the eligible depositor's accounts with the bank, including their share of any joint

account, and not to each separate account. For further information about the scheme (including the amounts covered and eligibility to claim) please call us on 01382 573737 or please refer to the FSCs website at www.fscs.org.uk or call 0800 678 1100.

Where can I get more information about my Cash ISA?

Further information about your Cash ISA is available on our website at www.alliancetrustsavings.co.uk or by contacting us at:

**Alliance Trust Savings Limited
PO Box 164
8 West Marketgait
Dundee
DD1 9YP**

**Tel: 01382 573737
Fax: 01382 321183
Email: contact@alliancetrust.co.uk
www.alliancetrustsavings.co.uk**

Please retain this document for reference purposes. It is issued by Alliance Trust Savings Limited and is based on our understanding of how the law applies at 6 April 2011. There may be subsequent changes. Contractual terms may have to be changed in response to legislative, regulatory and business conditions. In order to comply with our legal and regulatory obligations, we may be required from time to time to apply additional or alternative conditions in relation to applications, either generally or in respect of particular applicants.

Alliance Trust Savings Limited PO Box 164, 8 West Marketgait, Dundee DD1 9YP

Tel +44 (0)1382 321000 **Fax** +44 (0)1382 321183 **Email** contact@alliancetrust.co.uk **www.alliancetrustsavings.co.uk**

Alliance Trust Savings Limited is registered in Scotland No. SC98767; registered office, PO Box 164, 8 West Marketgait, Dundee DD1 9YP; is authorised and regulated by the Financial Services Authority whose address is 25 The North Colonnade, Canary Wharf, London E14 5HS firm reference number 116115; gives no financial or investment advice. 10-048 (Mar 2011)