



THE  
**FAMILY**  
BUILDING  
SOCIETY

**FLEXIBLE ISA**



### HOW TO CONTACT US

You can contact us by:

- calling our New Business Team:  
03330 140141;
- visiting our website:  
[familybuildingsociety.co.uk](https://familybuildingsociety.co.uk);
- writing to us: Ebbisham House, 30 Church  
Street, Epsom, Surrey KT17 4NL

Once your account is opened, if you need  
to contact us:

- call: 03330 140144;
- email: [savings.service@familybsoc.co.uk](mailto:savings.service@familybsoc.co.uk)

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## FLEXIBLE ISA – HOW IT WORKS

THE FLEXIBLE ISA GIVES YOU A FLEXIBLE WAY TO SAVE. IF YOU WANT EASY ACCESS TO YOUR SAVINGS, AND THE ABILITY TO WITHDRAW AND REPLACE MONEY WITHOUT AFFECTING YOUR ANNUAL ISA SUBSCRIPTION LIMIT, THEN THIS COULD BE THE ACCOUNT FOR YOU.

The Flexible ISA offers you tax-free interest, with a variable interest rate. It gives you easy access to your savings, and you can manage your account online, by phone, by post or at our Epsom branch.

With a minimum opening transaction of £500 and up to 12 withdrawals per calendar year from a minimum of £100, you can get at your money when you want. You may be able to apply either online, by post, or at our Epsom branch depending on the specific issue. Plus, we'll accept transfers from other flexible and non-flexible Cash ISAs.

As well as offering easy access, tax-free interest and the ability to make regular or lump sum deposits – the Flexible ISA offers additional flexibility. It allows you to replace withdrawn funds without it counting towards your annual subscription limit.

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The Financial Conduct Authority is a financial services regulator. It requires us, the Family Building Society, to give you this important information to help you to decide whether our Flexible ISA is right for you. You should read this leaflet carefully so that you understand the key product features for this account, and then keep it safe for future reference.

For details of all our Cash ISAs and other savings accounts please call our New Business Team on 03330 140141 or visit [familybuildingsociety.co.uk/savings](https://familybuildingsociety.co.uk/savings)

IN THIS PRODUCT FEATURES LEAFLET WE'VE SET OUT THE FEATURES AND BENEFITS OF OUR FLEXIBLE ISA, SO THAT YOU CAN DECIDE WHETHER OR NOT THE ACCOUNT IS SUITABLE FOR YOU.

### IN SUMMARY

The Flexible ISA is an easy access Cash Individual Savings Account (ISA) which gives you flexibility to withdraw and replace funds from both current and previous tax years' allowances.

#### Key features:

- You may be able to apply either online, by post, or at our Epsom branch. The way you can apply is dependent upon each specific issue
- Save from £500 up to £250,000
- Minimum withdrawal £100
- Save up to your annual ISA allowance
- Tax-free interest earned from the day we receive your investment (subject to identification requirements being met)
- Variable interest rate - may go down as well as up
- Interest paid annually on 30 September and added to the account
- Add to your savings by debit card, by transfer from your bank account, by cheque, by transfer from another account with us or by cash
- Transfers from flexible and non-flexible Cash ISAs are accepted
- Please note, transfers from Stocks & Shares ISAs are not permitted
- Easy access to your savings with up to 12 withdrawals available per calendar year without an access charge and can be paid by transfer to your bank account, by transfer to another account with us or by cash
- Withdrawals, closure and transfer to another ISA provider without an access charge
- Ability to withdraw and replace money without the replacement counting towards your annual ISA subscription limit
- Replacement money must be repaid in the same tax year it was withdrawn
- Withdrawn money from previous years' ISA subscriptions can only be replaced in the account from which it was withdrawn

BEFORE COMPLETING THE APPLICATION FORM, PLEASE READ THIS LEAFLET CAREFULLY, TOGETHER WITH THE ACCOMPANYING SUMMARY BOX AND GENERAL CONDITIONS FOR OUR SAVINGS ACCOUNTS WHICH ARE SEPARATE ENCLOSURES. PLEASE GET IN TOUCH IF YOU HAVE ANY QUESTIONS.

## APPLYING FOR AN ACCOUNT

You may be able to apply for a Flexible ISA either online, by post, or at our Epsom Branch. The way you can apply is dependent on the specific issue available. Please check the Summary Box Flyer for application details. The minimum opening transaction amount is £500.

An account must be opened in your own name only (it can't be held jointly). The deposits made into your Cash ISA must be, and have to stay, within your beneficial ownership as the investor.

### Who can open this account?

You can only open an account in your own name and you must be:

- aged 16 or over;
- resident in the United Kingdom;
- saving on your own behalf.

### What do you need to do?

Your Flexible ISA will be opened when we receive your:

- fully completed Flexible ISA application form;
- opening investment - minimum £500, maximum is the annual statutory limit for the current tax year (see accompanying summary box flyer for full details), plus any transfer of existing flexible or non-flexible Cash ISAs;
- evidence of identity (if required);
- details of the bank account where you would like any withdrawals to be sent.

You can open an account by debit card (online only), by transfer from your bank account, by cheque, by transfer from another ISA provider, by transfer from another savings account with us (subject to normal withdrawal terms of the paying account) or by cash (Epsom branch only).

If you are opening your account by cheque please make it payable to "Family Building Society", followed by your name.

Unless you're an existing customer, we will require at least one cheque to be drawn against your own personal bank account to allow the new account to be opened. If you are unable to provide a personal cheque and your funds are to be drawn from another bank or building society account please contact our New Business Team to discuss the circumstances before you apply.

### Power of Attorney

Power of Attorney applications can be downloaded from our website by visiting [familybuildingsociety.co.uk/savings-forms](https://familybuildingsociety.co.uk/savings-forms).

Or it can be requested over the phone and sent to you by post, or obtained from our Epsom branch.

The opening deposit can be made by cheque or by transfer from another savings account with us (subject to normal withdrawal terms of the paying account). Once the account is opened, Attorneys can register for our Online Service and operate the account online, over the phone, by post, or at our Epsom branch.

Withdrawals will only be sent to the account holder's bank account. Instructions for the account can be given online, over the phone, by post, or at our Epsom branch.

Please contact the Family Service Team on 03330 140144 for more details.

### Transfers

We accept transfers in of existing Cash ISA subscriptions, including flexible ISAs (current or previous year). To do this you'll need to complete the Cash ISA application form and return it to us with a completed Cash ISA transfer form (please refer to 'Transfer from existing ISAs' later in this leaflet).

Transfers in of inherited ISA funds are allowed in the same way as previous years' subscriptions, although inherited ISA funds are limited to the balance as at the date of death of the deceased spouse or civil partner.

Transfers in of existing Stocks & Shares ISAs are not accepted.

### Account records

When your Flexible ISA account has been opened, we'll send you a Savings Account Certificate as confirmation of your initial deposit.

The Certificate should be kept in a safe place, along with this leaflet and the General Conditions for our Savings Accounts booklet, as your record of your account. We'll issue a statement each October covering the previous 12 months that shows receipts, withdrawals, interest earned and the latest balance.

In order for you to be kept up to date with information, we ask that you let us know as soon as possible of any changes to your name, address, phone number or email address. We will notify you if, for any reason under the regulations, your ISA has or will become void.



## IDENTIFICATION REQUIREMENTS

We are required by law to verify the name and address of all new members.

### New members

To check your identity we will carry out searches on you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If we are unable to verify your identity by this method we will be unable to open your account until we receive further identification. In this instance we will advise you of the additional documentation required.

### Existing members

If you are opening a new account via our Online Service, we'll check your identity again using a search about you at a credit reference agency that will supply us with information, including details from the Electoral Register. The searches will not be seen or used by lenders to assess your ability to obtain credit.

If you are applying for an account by post or in person at our Epsom branch, you will not need to provide further evidence of your identity if you already have an open savings or mortgage account with us, your signature matches our records, and your name and address haven't changed.



## ADDING TO YOUR SAVINGS

You may save up to the annual statutory limit into the Flexible ISA during the current tax year (see accompanying summary box flyer for full details).

If you wish to deposit into an existing Flexible ISA and you have not deposited in the current or previous tax year, then you will need to complete a Cash ISA renewal form and return it to us. Please ensure that the existing ISA you wish to pay into is still accepting funds. For a copy of the renewal form, please contact our Family Service Team on 03330 140144 so that we can send it to you or alternatively, you can download it from our website.

### By debit card

To add to your account using your debit card, you will need to register for our Online Service. You can't use your debit card to add money to your account over the phone. If you open your account online, registration is part of the account opening process and you can add by debit card straight away.

To add money to your account by Debit Card you must be registered for our Online Service. If you are not already a user of our Online Service, you can register via our website once you have received your Certificate, by visiting [familybuildingsociety.co.uk/new-online](https://familybuildingsociety.co.uk/new-online).

After you have registered, we will send you a verification code. For security reasons this is sent by email or by post, and you will need this code for your first login.

Please note that the debit card you use to deposit money into your Flexible ISA must be registered to the residential address we hold for you.

### By transfer from your bank account

To send additional savings directly from your bank or building society account, the banking details you will need for us are:

- Payee: Family Building Society
- Payee's bank sort code: 40-02-50
- Payee's bank account number: 21397400
- Payee's reference: Your 10 digit Flexible ISA account number

### By cheque

You can send us a cheque for your additional savings through the post. Cheques should be made payable to "Family Building Society" followed by your account number.

### By transfer from another account with us

If you have another savings account with us you may transfer some or all of your savings to the Flexible ISA (subject to normal withdrawal terms of the paying account).

### By cash

Cash deposits for your account can be paid in person at our Epsom branch (up to £2,000 per person per day). If you have more than one savings account with us, this amount may be split across them all, subject to additions being accepted, but cannot exceed this limit in total.

### Availability of funds paid in

Please check Section 9 of the General Conditions for our Savings Accounts booklet for more information about when money paid in becomes available for withdrawal or transfer.

### TAKING MONEY OUT

There is a minimum withdrawal of £100. Where a withdrawal would leave your account balance below £500, either the withdrawal must be reduced (subject to the minimum of £100) or your account must be closed.

You can make a withdrawal using our Online Service, by phone, by post or at our Epsom branch. Occasionally we may make further phone enquiries to confirm the instructions first.

You can withdraw money on an easy access basis, subject to a maximum of 12 withdrawals per calendar year (account closure is counted as a withdrawal transaction).

Withdrawals are paid by transfer to your bank account, by transfer to another savings account with us or by cash.

#### **By transfer to your bank account**

Withdrawals will be paid by transfer to your bank account. Your payment will reach the other bank or building society no later than the end of the working day after the withdrawal is processed.

If the cheque used to open your Flexible ISA is not drawn against the account nominated on your application form for withdrawals then please send us an original statement for the nominated account, issued within the last three months showing your full name.

#### **By transfer to another account with us**

You can transfer money from your Flexible ISA to another account with us via our Online Service, by calling our Family Service Team or visiting our Epsom branch. Please refer to Section 10 of the General Conditions for our Savings Accounts.

#### **By cash**

Cash withdrawals of up to £600 per person, per day may be made in person at our Epsom branch.

**Please check Section 10 of the General Conditions for our Savings Accounts booklet for more information, including details of the cut-off times applying to withdrawal requests.**

**Withdrawals by cheque are not available.**

### **Closing the account**

The Flexible ISA can be closed by giving the instruction using the secure messaging facility available within the Online Service, by phone, by post or at our Epsom branch. No notice of closure is required.

This account has a limited number of withdrawals and closure of this account counts as a withdrawal.

### INTEREST

The Flexible ISA account pays a variable rate of interest which we are able to alter at any time. The interest earned, which is paid annually on 30 September, will be added to the account and available from the following day.

### ISA OPTIONS AND ALLOWANCES

There are rules on how much you can invest in an ISA in each tax year (6 April to the following 5 April), as well as on which type you can invest in.

An ISA currently permits up to the annual statutory limit (see accompanying summary box flyer for full details) to be invested in each tax year and split between stocks and shares, cash or innovative finance savings in any proportion you choose. You must be aged 16 or over to invest in a Cash ISA and aged 18 or over to invest in a Stocks & Shares ISA or Innovative Finance ISA.

The Flexible ISA allows you to invest up to your annual limit in cash but does not accept any other type of investment.

The Government may change these ISA rules in the future. An ISA cannot be used as security for a loan.



Whilst you can choose a different provider for each type of ISA, in each tax year you may only subscribe to one of each type. If you choose a Stocks & Shares and/or Innovative Finance ISA (which we do not offer) for the full annual statutory limit, you may not open a Cash ISA in the same tax year.

If you have any questions, please call us.

## SUBSCRIPTION LIMITS

The minimum balance for this account is £500.

You must ensure that your total subscriptions to ISAs each year are no more than the annual statutory limit.

As this ISA is flexible you are able to make withdrawals and replace the money without the replacement counting towards your annual ISA allowance.

Withdrawals and the replacement of withdrawals are available for current and previous years' subscriptions. If your account holds subscriptions for the current year and previous years, then a withdrawal will be made from the current year's subscriptions first. Replacement subscriptions replace previous years' subscriptions first, then the current year's subscription.

Replacement money withdrawn from previous years' subscriptions must be repaid in the same tax year it was withdrawn, or it will count towards your annual ISA allowance.

If you have inherited ISA savings from your spouse or civil partner you are entitled to an additional tax-free ISA allowance to the value you have inherited, known as an 'additional permitted subscription' or 'APS allowance'. To find out more, or to open an account with inherited ISA savings, please visit the FAQs on our website, [familybuildingsociety.co.uk/FAQ](https://familybuildingsociety.co.uk/FAQ)

## TRANSFERS FROM EXISTING ISAS

Subject to the terms of the existing account, you can transfer part or all of previous tax year Cash ISA savings and/or all of a current tax year Cash ISA subscription into the Flexible ISA. Transfers from flexible and non-flexible ISAs are accepted.

Please contact us and we will provide you with the appropriate transfer form. Your present ISA provider will make the transfer, in accordance with their terms and conditions, which may take up to 15 business days in addition to any notice period that may be required on the account and they may make a charge for the transfer. The Flexible ISA is a limited edition account and may be withdrawn at any time. This means that transfer of ISAs which require expiry of a notice or are awaiting maturity may not be accepted.

Please note that if you transfer your flexible ISA funds from another ISA provider to us before you've replaced any withdrawals from previous years' subscriptions, then you will lose the ability to replace them. Withdrawn money from previous years' subscriptions can only be replaced with the same ISA provider, in the account from which it was withdrawn.

Provided we have received your correctly completed application form, and have been able to verify your identity to our satisfaction, you will begin to earn interest on the ISA savings transferred to your new account with us from the date on the cheque sent to us by your current provider or, if the transfer is delayed, 16 business days after we receive your transfer request. Where a period of notice is required under the terms of the ISA being transferred, the delayed transfer period of 16 business days will be extended accordingly.

A transfer form can be obtained by contacting our Family Service Team or, alternatively, you can print this from our website [familybuildingsociety.co.uk/savings-forms](https://familybuildingsociety.co.uk/savings-forms)

Please note, transfers from Stocks & Shares ISAs are not permitted.

### TRANSFERS TO OTHER ISAS

Full or partial transfers to other ISA providers are allowed (current tax year subscriptions must be transferred in full under HMRC ISA regulations). You will need to contact your new ISA provider in order to start the transfer process.

Please note that if you transfer your Flexible ISA funds to another ISA provider before you've replaced withdrawals from previous years' subscriptions, then you will lose the ability to do so. Withdrawn money can only be replaced with the original ISA provider, and if the ISA is transferred to another provider then the ability to replace any unused flexible replacement amount is lost.

### DELEGATING OUR RESPONSIBILITIES

If we delegate any of our functions or responsibilities to another account manager or third party acting as our agent, we will satisfy ourselves that the person or organisation we delegate to will be competent to carry out those functions and responsibilities.

### STAKEHOLDER ACCOUNTS

In addition to setting out regulations that govern Individual Savings Accounts in general, the Government also sets further requirements which an ISA must meet in order to be classed as a Stakeholder product. Our ISAs are not Stakeholder products.

### DEATH OF AN ACCOUNT HOLDER

In the event of the account holder's death, under current regulations the account retains its tax-free status for up to three years to allow time for administration of the estate to be completed. Should the account remain open after three years, to remove the tax-free status we will close the account and transfer the money to a suitable alternative in the name of the deceased.

When you die your spouse or civil partner can inherit your ISA savings and retain the tax-free status. The tax-free amount inherited is the value of your ISA(s) on the day you die and this amount is used by your spouse or civil partner as an 'Additional Permitted Subscription' to an ISA. Your spouse or civil partner's own individual ISA allowance will be unaffected.

### ACCOUNT TERMS

We reserve the right to withdraw this account or to change the basis of calculation of the interest rate available for new accounts at any time and without prior notice. The full terms of this account comprise the details set out in this leaflet on product features and in the separate General Conditions for our Savings Accounts booklet.

### TREATING CUSTOMERS FAIRLY

We are committed to treating our members fairly, and it's central to everything we do. As part of our commitment to treating you fairly we will provide information on our products and processes that is clear and easy to understand. If you have a query or need our help and support, we will respond to your needs and treat them sensitively and flexibly. If you have any questions, or need any help with applying for a product or managing your account, please contact us using the information on page 2 of this leaflet.

### COMPLAINTS

We always try to provide a first-class service. Occasionally however, things can go wrong. If they do, we'll try to put them right.

If you have a complaint you should contact us and we will endeavour to resolve the matter quickly and satisfactorily. In the first instance contact should be made by phone or in writing to our Family Service Team at our Principal Office. A leaflet detailing how we deal with complaints is available on request from our Family Service Team, our Epsom branch or our website [familybuildingsociety.co.uk/complaints](https://familybuildingsociety.co.uk/complaints)

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If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service. The service was set up by Parliament and is free for customers to use. They will look at the facts of what's happened in a dispute between customers and financial firms.

They may decide that a firm has dealt with a complaint fairly and will explain why to the customer or they may decide that the firm has done something wrong and they will then tell the firm to put things right. A copy of the explanatory leaflet published by the Financial Ombudsman Service is available on request or further information is available on their website [financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)

## FINANCIAL SERVICES COMPENSATION SCHEME

Eligible deposits with the Society are protected by the Financial Services Compensation Scheme (FSCS).

This savings product is covered by the FSCS.

If you need this document in an alternative format please call our New Business Team on 03330 140141



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