



Welcome to your Easy Access ISA

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Thanks for choosing us to take care of your Easy Access ISA. At Coventry Building Society, we've been helping savers and borrowers since 1884, so you know your money's in good hands.

The great thing about ISAs is that they let you build up interest on your savings, without it being taxed. You can save up to £20,000 in your ISA each tax year, and we pay you the interest annually or monthly. The interest rate for this account is variable - meaning it can go up or down. You can find the current rate on our website, in Online Services, in our app, or ask us.

Your money, when you need it

An 'Easy Access' account does exactly what it says in the name - you can access your money as often as you like and without charge. And, like many of our ISAs, this one is flexible. That means that if you do take money out, you can pay it back in without it counting any further towards your annual £20,000 allowance. The really important thing to remember, though, is that you must do this before the end of the same tax year.

You can also add previous years' ISA savings (with us or another provider) to your balance, if you want to.

Remember



If you haven't already registered for Online Services, go to our website and register now. It's easy to use and a quick way to keep an eye on your account.



Our app is also available to download from the Google Play Store or App Store; just search for 'Coventry Building Society' and follow the steps in the app to register.



Making our services accessible

If you feel like you might need extra support, on a short or long term basis - for any reason - there are lots of ways we can help.



Scan the QR code or go to

www.coventrybuildingsociety.co.uk/member/supportingmembers

for more information on how we can help or to download the Making our Services Accessible leaflet.



We can also send you a copy of the Making our Services Accessible leaflet, or this leaflet, in large print, Braille or on audio CD. Call us on **0800 121 8899** and we'll be happy to help.

Let's keep in touch

You're always welcome to contact us if you've got any questions about your account. We'd also like to make sure we can touch base with you sometimes - whether it's to do with your ISA, or whether we've got news or other interesting things we'd like to share. If you've opted into being sent marketing information from us, you'll get access to our updates by email. So if you haven't done so already, please let us have an email address that we can use to stay in touch.

You'll need to make sure we've got up-to-date contact number(s) for you too, as you'll sometimes get automated security calls or text messages to confirm it's you when you log in to Online Services or our app.

If your address, phone number or email change, please tell us. The easiest way to update some of your contact details is by logging into Online Services. You can change your email address and phone number there, download a change of address form or send us a secure message. The 'Useful Forms' section of our website also has all the information and forms you need. Visit www.coventrybuildingsociety.co.uk/useful-forms

Ways to contact us



Online at **thecoventry.co.uk**



Write to us at Oakfield House, PO Box 600,
Binley, Coventry CV3 9YR



Call us on **0800 121 8899**



Email us at **support@thecoventry.co.uk**

Paying money in

You can save anything from £1 up to your new ISA allowance (currently £20,000) each tax year.

Setting up a transfer from another organisation might be the quickest and easiest way to pay money into this account.

The details you'll need:

Sort code: 40-63-01

Account number: Sometimes you might find we use 9 digits to display your account number. If so, just leave off the first digit.

When making an online payment you will get a notification confirming that the payment details you have provided match an existing account. Be sure to check the payment details carefully, so that your money goes to the right account.

If you want to set up a transfer from another Coventry account, using Online Services or our app is the fastest way to go. But if you'd rather arrange it over the phone, just call us on **0800 121 8899**. Otherwise, come into a branch and we can do it there.

You can pay in cash or cheques at a branch, or post cheques, along with your passbook (if you have one) to us at: **FREEPOST CBS CUSTOMER SERVICES**. You don't need a stamp.

Cheques should be payable to you. You'll need to write the account number of your Easy Access ISA on the back of the cheque.

ISA transfers

You can transfer current and/or previous years' ISA savings into your Easy Access ISA with an ISA transfer.

If you want to transfer your savings for the current tax year, you need to transfer them in full. If the savings are from previous years' ISAs, you can do a full or a part transfer.

It's straightforward to arrange a part or in full ISA transfer from another organisation yourself, using Online Services. You can also complete an internal ISA transfer online too. If you can't access Online Services, or you'd like to do a part internal transfer, you can call us or come into a branch to ask us to do it for you.

What if I don't pay any money in?

Your account will become inactive if after a full tax year you haven't paid any of your current year's allowance into it. If this happens, you can still take money out, and you'll still earn tax-free interest on your balance.

You just won't be able to pay in any more towards your annual allowance (i.e. you'll be allowed to replace the amount you take out, but no more). Don't worry, though – it's easy for us to reactivate your ISA if it's become inactive. Just call us or pop into a branch.



Taking money out

The simplest way of moving your money to an account that's not an ISA is by logging into Online Services or our app. That way, you can access your account 24 hours a day, wherever you are. We know time is precious. And we've been busy improving our Online Services and our app to make it even more straightforward for you to use.

You can also ask us to make a transfer, or request a cheque. Call us (with your Security Details to hand) on **0800 121 8899**, come into a branch or send us a signed letter.

Please note that if you don't have a passbook with your account, you can only make a transfer to a Named Account you've set up, to another account you hold with us, do an ISA transfer or request a cheque by post.

Remember: when you move your money into an account that is not an ISA, the money loses its tax-free status.

Transferring to another ISA

We're big believers in choice, and in doing what's right for you. If you decide your account no longer suits you, it's simple to transfer your Easy Access ISA savings into another ISA. Here's what you need to know.

You can transfer part or all of previous years' ISA savings – but if the savings are from this year's ISA allowance, you'll need to move them in full.

1 If you're making an ISA transfer to another Coventry Building Society ISA

You can do this online by following the steps for an internal ISA transfer. You can also call us on **0800 121 8899**, or visit a branch.

2 ISA with another provider

Your new provider will need to arrange this. We can't do it for them. Contact them and ask for an 'ISA transfer'.

Accessing your account - your Security Details

You'll need Online Security Details to operate your account online or in our app and separate Telephone Security Details to operate your account over the phone.

If you've already got Telephone Security Details for another account with us, you can use those. You can check any other accounts you hold with us, online or in our app, if you have up-to-date Online Security Details.

Forgotten or lost any of your security details?



If you forget any of your Security Details, call us and we'll be able to help.

For more information on how to take care of your Security Details, visit the Online Services help section on our website at **www.coventrybuildingsociety.co.uk/member/online-services**

Checking your account

We'll send you a statement within a month of any money leaving your account. But we won't send you more than one a month, so rest assured that you won't end up with unnecessary piles of paperwork.

If you have a passbook and get it updated every time you make a transaction (in a branch or by post), we won't need to send you any statements.

At Coventry Building Society, we aim to do the best for our people and our environment. If you use Online Services you can support us in that goal by opting for paperless statements next time you log in.

To check your balance or rate log into Online Services or our app. You can also call us on **0800 121 8899** if you're registered for Telephone Services, or visit a branch.



If you change your mind

We really hope you'll be happy with your Easy Access ISA. But if for some reason you change your mind, all our ISAs give you a 14-day cancellation period after you make your first payment. Day 1 starts from the day you make your first payment into the account, so if you did this on the first day of the month, your cancellation period would finish on the 15th day of the month.

To do this, come and see us in a branch, call us or write to us. It'll be treated as if you'd never had the ISA.

After 14 days, you're still free to close your account whenever you want to, for any reason. However, if you paid any money into your ISA, you won't be able to open another cash ISA with us in the same tax year.

You can close your account yourself, using Online Services, or by contacting us by phone, post or in a branch.

Remember to ask for an ISA transfer if you want your savings to stay tax free.

If you're not happy with our service

Please tell us. We pride ourselves in dealing with problems quickly, thoroughly and fairly - and our members' interests are at the heart of everything we do. If you're still not satisfied once we've finished our complaints procedure, you can take your complaint to the Financial Ombudsman Service. Visit **financial-ombudsman.org.uk**



Contact us

At a branch

For details of our opening hours,
visit **thecoventry.co.uk**

Online **thecoventry.co.uk**

By phone **0800 121 8899**

By post Oakfield House, PO Box 600, Binley, Coventry CV3 9YR.

Coventry Building Society is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (www.fca.org.uk) and the Prudential Regulation Authority (firm reference number 150892).

The information in this leaflet is provided for your information only and should not be taken as advice. Legally binding terms and conditions can be found in the Specific Terms for Easy Access ISA and our Saving Accounts Terms and Conditions.

For more information, visit our website **thecoventry.co.uk**, call us on **0800 121 8899** Monday to Friday 8am-7pm or Saturday 9am-2pm, or pop into a branch. Calls to 0800 numbers are free from the UK. Calls may be monitored or recorded to help improve our service and as a record of our conversation.

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