

Guidance Notes

A few pointers on completing your application form

To help us to process your application as smoothly as possible, we've put together some handy notes to help you as incorrect forms will cause a delay and may have to be returned to you. However, if you are unsure about anything, please call us on 0808 002 2222.

If for any reason we need to contact you by telephone, in order to protect the safety of your account we will have to go through some security questions before we can discuss anything. To comply with our regulatory obligations, M&S Money is required to collect information and conduct various checks on applications and transactions. Please note that we may also have to write to you to request verification of the information that we hold about you.

1. Personal details

Please ensure you provide the following essential details:

- Full name, including forenames;
- Residential address including postcode (we are unable to accept c/o or PO Box addresses);
- Date of birth;
- Country of nationality (the country of which you are currently a national i.e. the country which issued, or would issue your passport).
- National Insurance number (you should be able to find your National Insurance number on a pay slip, form P45 or P60, a letter from HM Revenue & Customs, a letter from the Department for Work and Pensions, or pension order book).

2. Funding details

To comply with our regulatory obligations, we need to collect certain personal information from you and know how you will fund your account.

- How will you typically fund this account? (How you fund this account overall may differ from how you fund this transaction).
- Employment status and details.
- Gross annual income (This is your annual income from all sources before tax or any other deductions).
- How will you fund this transaction? (This transaction may differ from how this account is funded overall, e.g. the main funding of this account may be your salary, however this transaction may be funded by a family gift).

3. Acceptable methods of payment for ISA subscriptions

- You must have sufficient cleared funds in your account to cover the payment by cheque or debit card. We are unable to accept payments by direct bank transfer (BACS) or any cheques drawn on a business account.

Personal cheque

A cheque made payable to Marks & Spencer Financial Services re your title and name

(e.g. Marks & Spencer Financial Services re Mr J Smith) from either:

- Your own personal bank account;
- A bank account where you are one of the joint holders.

Building society cashier cheque/bankers draft

A cheque made payable to Marks and Spencer Financial Services re your title and name

(e.g. Marks & Spencer Financial Services re Mr J Smith). Your bank or building society must

also correctly endorse your cheque by providing one of the following:

- The bank/building society account number and account holder's name (which is yours) printed by computer on the cheque by your building society or bank;
- The bank/building society account number and account holder's name (which is yours) handwritten by the cashier on the cheque.

The cheque must be certified with an official stamp by the building society or bank. Please note, your application may be delayed if your cheque is not correctly endorsed with your account name and account number.

Debit card

(Credit cards and Visa Electron are not accepted)

- You must use your own debit card.
- Your name will be checked against the edited Voters Roll or other electronic databases to confirm identity.
- Your address will be checked against a postcode database.
- If either your name or address cannot be confirmed as detailed above we will write to you, shortly after opening your account, asking you to send us original or certified* documents confirming your name and address. For documents such as utility bills we would ask that wherever possible you only send those issued within the past three months.
- We will check to confirm the card being used is yours, by using a database maintained by the UK banks (Address Verification System). If this check fails to confirm that the card is yours we may write to you requesting that you provide an original or certified copy* of your bank statement or passbook, showing the relevant debit card transaction, within 20 days of receiving our letter. The letter will also outline the action we will take if you do not supply these documents. We reserve the right to decline your payment and request a different payment method.

Regular monthly saving by Direct Debit

- To set up monthly savings, please complete the Direct Debit mandate attached to the application form. Direct Debits are taken on the 4th day of each month.
- The first monthly payment must be by cheque which must be from the same bank account from which the monthly payment is to be made.
- The cheque must be from your own personal bank account or from a bank account where you are one of the joint holders.
- We are unable to accept payments by standing order.

4. Bank details for future income or withdrawal

If the bank/building society account details you are providing for future withdrawals are different from the bank/building society account from which you made your original deposit by cheque, or your original deposit was paid by debit card, please supply one of the following with your application form:

- Specimen cheque (clearly marked 'specimen purposes only');
- Pre-printed paying in slip;
- Original or certified copy* of a bank statement;
- Original or certified copy* of a passbook.

If you provide your bank/building society details without enclosing any of the above documents then we will write to you separately to request verification of your bank account details. Whilst we are awaiting your bank/building society account verification we will be unable to send payments out directly to your bank/building society.

When you provide a new set of bank/building society details for your account we will automatically write to you confirming the details held.

If the bank/building society account to be used for future withdrawals is the same as the one used to pay for your original deposit by cheque no documentation is required.

*A certified copy is a black and white photocopy which must be signed, dated and marked 'original seen' by a professional person other than yourself, your spouse or a family member, e.g. doctor, lawyer, teacher, stockbroker. The person certifying the copy should be capable of being contacted and should therefore provide address details and state their profession.

Cash ISA transfers

Guidance notes on transferring your savings

Can I transfer a cash ISA with another provider to Marks & Spencer Money?

- If the cash ISA was opened in this tax year HM Revenue & Customs rules state that the entire amount must be transferred. You cannot transfer part of the ISA.
- If the cash ISA was opened in a previous tax year you have the choice of transferring part of the account or the entire amount.
- HM Revenue & Customs rules allow a cash ISA to be transferred to a stocks and shares ISA, but do not allow a stocks and shares ISA to be transferred to a cash ISA. This pack only covers transferring to our cash ISA. Please call us on 0808 002 2222 for details of transferring to our stocks and shares ISA.

Will the transferred amount count towards my ISA allowance?

- Transfers of savings from a previous tax year will not count towards your ISA allowance for the current tax year.
- If you are transferring a cash ISA opened in this tax year any unused allowance is carried forward.

How do I transfer my cash ISA(s) to a Marks & Spencer Cash ISA?

- Use the enclosed transfer form headed 'M&S Cash ISA transfer form'. This allows you to transfer to us:
 - a current tax year cash ISA, and/or
 - a previous tax year cash ISA.

There is no need to complete a new cash ISA application form, unless you wish to take advantage of this year's tax-free cash ISA allowance.

Current tax year transfer

- If you are transferring a current tax year cash ISA, tick the first box in the 'Cash ISA transfer details' section.
- Once we have completed and confirmed your transfer, please call us on 0808 002 2222 to arrange further deposits up to your tax-free allowance.

Previous tax year transfer

- If you are transferring a cash ISA from a previous tax year please tick either the box for transferring the entire cash ISA or the box for transferring part of the cash ISA, depending on whether you want to transfer all or part of your cash ISA.
- If you are transferring part of your cash ISA enter the amount to be transferred in the box provided.

General

- You can transfer both current and previous tax years. Please tick the appropriate boxes.
- Please don't contact your existing cash ISA provider and withdraw the amount to be transferred. We will contact them and organise a direct transfer of the money to us. Please provide your current cash ISA provider's details on the form.
- If you wish to transfer cash ISAs from more than one provider, you will need to complete a separate transfer form for each transfer.
- To obtain additional cash ISA transfer forms visit www.marksandspencer.com/isa where you will be able to print forms for these options. Alternatively you can call us on 0808 002 2222 for an information pack. We are open Monday to Friday 8am-8pm, 9am-5pm Saturdays and 10am-4pm bank holidays.