

KEY FEATURES

keyfacts®

of the Marks & Spencer Cash ISA

The Financial Services Authority is the independent financial services regulator. It requires us, Marks & Spencer Financial Services plc, 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.

GENERAL ISA INFORMATION

- Individual Savings Accounts (ISAs) are tax efficient accounts for savings and investments that replaced Tax Exempt Special Savings Accounts (TESSAs) and Personal Equity Plans (PEPs).
- You will not pay any UK Income Tax or Capital Gains Tax on any income or capital gains within your ISA.

Who can invest in an ISA?

- Individuals aged 16 and over can subscribe to a cash ISA. Anyone aged 18 and over can subscribe to a stocks and shares ISA.
- Investors must be resident and ordinarily resident for tax purposes in the UK or be a crown employee serving overseas (for example a member of the armed services), or be married to, or in a civil partnership with, a crown employee serving overseas.

What are the types of ISA?

- There are two basic types of ISA, a cash ISA and a stocks and shares ISA.

Cash ISA

- You can subscribe to one cash ISA each tax year.
- Of the overall £11,280 ISA allowance, up to £5,640 can be subscribed to a cash ISA this tax year.

Stocks and shares ISA

- You can subscribe to one stocks and shares ISA each tax year.
- The maximum you can subscribe is £11,280 this tax year, less any amount you have subscribed to a cash ISA.
- The value of investments can fall as well as rise and you may not get back the amount you originally invested.

What ISA options does M&S Money offer?

- We offer a cash ISA and stocks and shares ISAs that allows you to invest in a range of investment funds.
- This Key Features document covers our cash ISA only. For details of our stocks and shares ISA please telephone us.

MARKS & SPENCER CASH ISA

What type of account is the Marks & Spencer Cash ISA?

- Our cash ISA is a deposit savings account.
- You can deposit money at variable rates of interest and/or fixed rates of interest over a specific period of time (called fixed rate bonds).
- This means you can divide your savings in our cash ISA between the variable and fixed interest rate options.
- We may withdraw at any time the option to deposit at fixed rates of interest.

What is the minimum I can pay in?

- The minimum amount you can pay in at a variable rate of interest is £100 by lump sum and £25 by monthly Direct Debit.
- The minimum deposit into each fixed rate bond is £500.

How do I apply?

- You can apply online at marksandspencer.com/isa, by telephone or by postal application.
- You can pay with a Visa Debit, Debit MasterCard or Maestro.
- Cheque payments can be made with postal applications only.
- To save monthly by Direct Debit you must complete a postal application form and send a cheque for the first payment. Monthly saving by Direct Debit is not available at a fixed rate of interest.

Can I transfer my cash ISA with another manager to M&S?

- A cash ISA opened in the current tax year with another ISA provider can be transferred to this cash ISA. The entire account must be transferred.
- A cash ISA opened in a previous tax year can be transferred to this cash ISA. Either the entire account, or part of the account, can be transferred.
- You will need to complete our cash ISA transfer form. We will contact your existing ISA manager and arrange for your existing cash ISA to be transferred direct to us. Your existing ISA manager may levy an exit charge.
- The amount transferred will not count towards the ISA subscription limits.

What documentation will I receive?

- You will receive written confirmation when you open the account.
- Written confirmation will be sent whenever you deposit money (except for monthly Direct Debits) into your cash ISA.
- You will receive an annual statement for your cash ISA detailing all transactions up to and including 5 April. It will be sent in May.

What is the interest rate?

- The rate(s) of interest currently available are displayed online at marksandspencer.com/isa or by telephoning us.
- For savings at a variable rate of interest, we will write to you if we change the interest rate.

When will you pay me the interest?

- Interest on variable rate savings will be added to your savings annually.
- Interest on fixed rate bonds will be added to your savings annually on the anniversary of the day your fixed rate bond was opened.
- Alternatively interest on fixed rate bonds can be paid out to your bank/building society account.

Will I pay tax on my savings?

- Interest will be paid without the deduction of tax and you will not have any liability to UK Income Tax on such interest.
- If you are a parent and give your child a gift of money that then earns more than £100 of gross interest per tax year, this income may be taxed as yours. This includes money put into a cash ISA.

- The tax benefits provided by a cash ISA depend on individual circumstances and may change in future.

How do I withdraw my money?

- For variable rate savings you can withdraw some or all your savings by telephone or in writing. The minimum amount you can withdraw is £10, unless the balance in the account is less than this.
- You can make a full withdrawal of a fixed rate bond by telephone or in writing. Partial withdrawals are not permitted.
- Withdrawing from a fixed rate bond before maturity will be subject to an early withdrawal charge.

What are the charges for early withdrawal from a fixed rate bond?

- £50 for a 1 year bond, £75 for a 2 year bond and £100 for a 3 year bond will be deducted from the interest added on withdrawal, and if this is insufficient, from the amount deposited. Therefore you may get back less than you put in.

What happens when a fixed rate bond matures?

- We will write to you 14 days before your fixed rate bond matures outlining the options open to you.
- We may give you the option to transfer to another fixed rate bond, or variable rate of interest, within your cash ISA.
- You will have the option to withdraw your savings and interest.
- If you do not choose one of the options, we will tell you when we write to you which option we will select.

FURTHER INFORMATION

Can I change my mind?

- You have 30 days to cancel your Account from the day we open your Account if you have applied by post or internet. If you have applied over the telephone the 30 day cancellation period starts on the day you receive this Key Features document following the telephone call.
- If you cancel, your savings and gross interest will be repaid. To cancel you must write to us and post it within the 30 day period.
- If you cancel within the 30 day period you will be deemed not to have subscribed to a cash ISA, and will therefore be able to open another cash ISA within the same tax year.
- Full details of your cancellation rights are given in our Cash ISA Terms and Conditions.

Complaints

- If you have a complaint please telephone us or write to us.
- If we are unable to resolve your complaint to your satisfaction you can write to the Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR.
Telephone numbers: 0845 080 1800, 0800 0234 567 (free if calling from a fixed line e.g. landline), 0300 1239 123 (free for mobile phone users who pay a monthly charge for calls starting 01 or 02).
Email: complaint.info@financial-ombudsman.org.uk
Internet: www.financial-ombudsman.org.uk
- A written complaints procedure is available on request.

Compensation

- If we cannot meet our financial obligations to you, you may be entitled to compensation under the Financial Services Compensation Scheme. The maximum level of compensation you can receive from the scheme is £85,000
- Details of the scheme can be obtained from Financial Services Compensation Scheme, 7th Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN.
Telephone helpline: 020 7741 4100.
Email: enquiries@fscs.org.uk
Internet: www.fscs.org.uk

Direct Debit Guarantee

- It is important that you retain this Guarantee for your own reference.
- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit, Marks & Spencer Financial Services plc will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Marks & Spencer Financial Services plc to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Marks & Spencer Financial Services plc or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when Marks & Spencer Financial Services plc asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

How do I contact you?

- Write to us at:
Savings & Investments Department
M&S Money
Kings Meadow
Chester CH99 9UT.
- Helpline: 0800 028 2824 (calls may be recorded)
- Fax: 01244 686116

Other information

- This cash ISA does not meet the minimum standards of a deposit based Stakeholder ISA.
- The contract is governed by the laws of England and Wales, and subject to the jurisdiction of the English Courts. The contract and any communication we have with you will be in English.
- Marks & Spencer Financial Services plc's principal business activity is to provide a range of banking and financial services products.
- We believe that customers want to make up their own minds about our products so we do not offer advice, but can provide factual information about any of our products.
- If you have any doubt as to whether this product is suitable for you please contact an independent financial adviser.
- Each year we will report to HM Revenue & Customs all subscriptions made to our cash ISA so that they can check that customers have not exceeded the ISA limits.