# Transferring Your Cash ISA

Outlines a typical Cash ISA to Cash ISA transfer process, which may vary between ISA providers [1]

**DAY 1** → **DAY 15[5]**

## You

**DAY 1**
Request your new provider to transfer your existing ISA and complete an ISA Transfer Authority form and if necessary a new ISA application form

**DAY 2-5**
You may be asked to provide further information to the new provider to complete the transfer application. Your prompt response will help to avoid the transfer being delayed

**DAY 7-11**
You may be asked to provide further information to assist the old provider to process the transfer application. Your prompt response will help to avoid the transfer being delayed

**DAY 15[5]**
Transfer complete

## New Provider

**DAY 1-5**
Your new provider will process the transfer application paperwork and send the checked Transfer Authority form to the old provider

**DAY 11+**
Your new provider will chase the old provider if they have not received a timely response

**DAY 13-15**
Your new provider will credit funds to your ISA account and backdate interest[4]

## Old Provider

**DAY 7-11[2]**
Your old provider will process the transfer application and send the transfer funds to the new provider. They may ask you for further information to assist this process

**DAY 7+**
Your old provider should contact you if they foresee a delay to the transfer (pended cases excepted[3]) with an explanation and a likely timescale for resolution

Please note:
[1]Timings are indicative of a typical ISA transfer process and may vary between providers. You are advised to check specific procedures with your provider. Timings shown refer to business days, not elapsed days.

[2]You have the right to stipulate the timescale for your ISA transfer – you may want to do this in order to take account of any applicable notice or fixed rate period, to avoid loss of interest etc. In these circumstances the transfer will be pended until such time that it is appropriate to proceed. (Please check with your new provider that the product will still be available after the expiry of the notice or fixed period.)

[3]See note 2 above for circumstances where the transfer would be pended.

[4]Your new provider will backdate interest to the first day where interest no longer accrues on the funds being transferred from your old ISA. In addition, your new provider will start paying the new interest rate from day 16 at the latest regardless of whether the transfer has completed within the standard 15 business day timeline (pended cases excepted).

[5]Whilst the transfer should be completed within 15 business days any confirmation by post stating that your cash ISA has been transferred, is likely to follow after this time.