

Easy Access Cash ISA Key Features

The Financial Conduct Authority is a financial services regulator. It requires us, Atom bank, to give you this important information to help you to decide whether our Easy Access 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.

You should read these Key Features together with the Easy Access Cash ISA Terms and Conditions and Easy Access Cash ISA Summary Box, which contain more information about how your Easy Access Cash ISA will work.

Easy Access Cash ISA

What is a cash ISA?

A cash ISA (Individual Savings Account) is a type of savings account where the interest you earn is tax free. This means you do not pay any UK income tax on the interest you receive.

The interest you earn in your Atom bank Easy Access Cash ISA doesn't count towards your annual Personal Savings Allowance (PSA) as long as you comply with the ISA regulations.

What is the ISA allowance?

Each tax year, the government sets a maximum amount you can save across all your ISAs. Currently, the ISA allowance is £20,000 each tax year. The tax year runs from April 6th to April 5th of the following year.

You can save up to the ISA allowance in a cash ISA, Lifetime ISA, stocks and shares ISA, innovative finance ISA or a combination of them. If you don't use your full allowance by the end of the tax year, you will lose it. It cannot be carried over to the next year.

Find out more about the ISA allowance here: [Individual Savings Accounts \(ISAs\): Overview - GOV.UK](#)

How do I open an Easy Access Cash ISA?

To open an account, you must be at least 18 years old and a UK resident for tax purposes or a member of the armed forces or a Crown servant (for example diplomatic or overseas Civil Service) or their spouse or civil partner if you do not live in the UK.

You must also have a UK current account in your name that is registered at your address to use for payments in and out. This is your "connected account".

How do I pay in and withdraw money?

You can make payments into your Easy Access Cash ISA from your connected account.

You can also withdraw money at any time through the app to your connected account. As long as there is enough money in your account, there is no limit on the number of withdrawals you can make.

Can I replace cash I have withdrawn?

This is not a flexible ISA. If you withdraw, you need to use more of your annual ISA allowance to replace the funds.

To retain the ISA tax benefits, funds should be transferred directly to another ISA provider rather than withdrawn and re-deposited using your connected account.

Can I transfer my ISA?

Transferring away from us (Transfer Out)

You can transfer the funds in your Easy Access Cash ISA to another ISA provider at any time. You must transfer the full balance of your ISA. We do not allow partial transfers. You'll need to contact your new ISA provider to arrange this.

Transferring to us (Transfer In)

We do not currently accept transfers of existing ISAs from other providers.

How is interest paid?

Interest is calculated daily on your balance and is paid into your account monthly on the day you opened the account.

Can the interest rate change?

The interest rate is variable, so it can change from time to time. If your rate is going up, we'll make the change and let you know once we've done it. If your rate is going down, we'll always give you at least 14 days' notice.

You can see the current interest rate in the account view within the app or in the latest Product Summary Box in your Vault.

What about statements?

You can check your balance and access your account at any time in the app. You'll also receive monthly and annual statements for your Easy Access Cash ISA in your Vault.

Can I cancel or close my Cash ISA?

You can cancel your Easy Access Cash ISA within 14 days of your first deposit. If you do this, we will return any funds to your connected account and close your account. Any money you added to your Easy Access Cash ISA will not count towards your ISA allowance for that tax year.

After the 14 day cancellation period, you can close your account at any time without charge.

To close or cancel your account please contact us by:

- Using the **Help & Support** button in the app
- Calling us on **0333 399 0050** (8am–8pm, 7 days a week)
- Emailing customersupport@atombank.co.uk

What happens to my ISA when I die?

In the event of your death, no further money can be added to your Easy Access Cash ISA. The account will continue to earn tax-free interest for a period of up to three years from the date of your death, or until it is closed by the person managing your estate, whichever is earlier. If the account is not closed after three years, the balance will be moved to a holding account and any interest earned will then be subject to tax.

What are Additional Permitted Subscriptions?

Additional Permitted Subscriptions (APS) are an extra ISA allowance given to a surviving spouse or civil partner following the death of their partner. This allowance lets them add an amount to their own ISA equal to the value of the deceased's ISA.

Currently, we are unable to accept additional permitted subscriptions into our Easy Access Cash ISA account.

Can someone else manage my account?

If you need someone else to operate your account, we may be able to register a Power of Attorney (POA) for it. If we do this, your Attorney will be able to access information about your account and in some circumstances, we may restrict what you're able to do.

For security reasons, POA administration of an account is managed via our customer support team (rather than in the app) so please call us on **0333 399 0050** to discuss setting up a POA.

At your request, we may be able to add a named third party to your account(s) to support you by providing account information to the named third party. Please note the named third party will not be able to take any actions in relation to any of your account(s).

Are there any charges?

There are no charges applied to your Easy Access Cash ISA.

How can I get in touch?

If you need help, you can contact us via:

- Using the **Help & Support** button in the app
- Calling us on **0333 399 0050** (8am–8pm, 7 days a week)
- Emailing customersupport@atombank.co.uk

How to make a complaint?

Our aim is to get things right the first time, but sometimes this might not happen. If you're unhappy with any aspect of our service or want to complain, you can let us know via the Help & Support button in the app. Or go to www.atombank.co.uk/how-to-complain/ and we'll guide you through our complaints procedure.

Once you've made a complaint, we'll do our best to resolve it. However, there may be instances where we can't come to a resolution of your liking or within the stated timescale.

If you're unhappy with the outcome, you can contact the Financial Ombudsman Service (FOS), an independent organisation that can step in to resolve disputes. Visit their website at www.financial-ombudsman.org.uk/ for more information.

Financial Services Compensation Scheme

Atom bank is covered by the Financial Services Compensation Scheme (FSCS), a government-backed program that protects savers if a bank is unable to meet its financial obligations.

The FSCS can compensate eligible savers, including individuals and small businesses, up to a limit of £120,000. This limit applies to the total of all savings you hold with Atom, not per individual account. For joint accounts, each eligible person is protected up to £120,000.

We'll add detailed FSCS information to your Vault when you apply for an Easy Access Cash ISA. To find out more right now, you can visit the FSCS website at www.fscs.org.uk.

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Atom bank plc is authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority and the PRA. Our Financial Services Register number is 661960.