

ISA Notification

As a part of the Transfer, Marks and Spencer Financial Services plc (trading as M&S Bank) intends to transfer the management of your Cash ISA to HSBC UK Bank Plc (HSBC UK) via a bulk transfer of ISA accounts on 1 June 2026. On 1 June 2026, the ISA manager will change from M&S Bank to HSBC UK.

The address for HSBC UK is: 1 Centenary Square, Birmingham, United Kingdom, B1 1HQ.

Other than the change of ISA manager, your Cash ISA will continue to run as normal.

What do I need to do?

You need to decide what to do with your ISA.

Option 1

To accept the new ISA manager, you do not need to do anything. The management of your Cash ISA will automatically transfer to HSBC UK on 1 June 2026 and your savings will keep their tax-free status.

OR

Option 2

If you do not want HSBC UK to become the ISA manager for your Cash ISA, you can:

1. Close your account before 15 May 2026. If you close your account and withdraw your money, it will lose its tax-favoured ISA status. Call us on 0808 028 2824. Lines are open 9am to 5pm, Monday to Friday.
2. Transfer your Cash ISA to another ISA manager. If you want to transfer to another ISA manager before the transfer to HSBC UK takes place, your new ISA manager must give us transfer instructions by 15 May 2026. Your ISA must be transferred in accordance with the Individual Savings Account Regulations 1998 to retain its tax-favoured ISA status otherwise it will cease to be tax-free. Please follow the instructions of the new ISA manager.

If you choose to close your M&S Cash ISA or transfer to another ISA manager, we will not charge any early withdrawal fees if you do this between 1 May 2026 and 31 July 2026.

If you are a personal representative of a deceased M&S Cash ISA customer, and if the account still has ISA status as a 'continuing account of a deceased investor' you will not be able to transfer it to another ISA manager. You will be able to close the product if you do not wish it to transfer to HSBC UK.

Additionally, if you will suffer a reduction in your overall level of Financial Services Compensation Scheme (FSCS) cover as a result of the Transfer, you may be able to withdraw amounts from your Cash ISA and receive compensation in accordance with the FSCS withdrawal rights. See the Financial Services Compensation Scheme section on page 14 of the Customer Booklet.

What happens if I do nothing?

If you do nothing the management of your Cash ISA will transfer to HSBC UK on 1 June 2026.

To find out more please read **Information for ISA customers** on page 13 of the Customer Booklet.