

## Key Features of the Tembo Cash ISA

The Financial Conduct Authority is a financial services regulator. It requires us, Tembo Savings, to give you this important information to help you to 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.

This Key Features Document sets out the main points about the Tembo Cash ISA. Please read it carefully alongside the Customer Agreement, which sets out the terms of our agreement with you.

### Its aims:

- The Cash ISA offers a way for UK residents to save up to £20,000 each year and earn interest on savings without incurring income tax on that interest.
- The Cash ISA allows you to make one-off or regular contributions to your savings, which can be accessed and managed via our mobile App.

### Your Commitment:

- Consider your savings objectives, your expected financial horizon, and your financial circumstances, including any other arrangements you have. These factors can change, so you should regularly review your Cash ISA subscriptions.
- Tembo does not provide any advice on whether a Cash ISA is suitable for you. Therefore, you must understand the features, benefits, and risks of the Cash ISA to be sure it will meet your needs, financial circumstances, and expectations.
- You must ensure that any regular or single subscriptions paid do not exceed the annual ISA subscription limits.
- You must keep at least £1 in your account, or we may close it.
- You must provide us with any information we require when setting up your Cash ISA. By setting up a Cash ISA account, you agree to be bound by our Terms and Conditions as set out in the Customer Agreement and the ISA rules set out by HMRC and updated from time to time.
- We will take all instructions placed via the Tembo mobile app in good faith that you placed them.

### Risks:

- The interest rate on your Cash ISA is variable and can change at any time. We will give you 1 day's notice before a rate decrease occurs.
- Inflation will reduce the value of your savings and its purchasing power.

- Changes in government regulations can affect the tax treatment of ISAs.

## Summary Box:

Summary Box - Key Savings Account Information	
<b>Account name</b>	Tembo Cash ISA
<b>What is the interest rate?</b>	<p>4.64% AER (variable)</p> <p>Interest is calculated daily and paid monthly into this account.</p> <p>AER stands for Annual Equivalent Rate and represents what the interest rate would be if interest was paid and compounded once a year.</p> <p>As the rate is subject to change, please check our website/app for the most up-to-date information on our interest rate.</p>
<b>Can Tembo change the interest rate?</b>	<p>Yes, the interest rate is variable, so it can go up as well as down. Please see section 4 of the terms and conditions for information on when we may vary your interest rate and how we'll let you know.</p>
<b>What would the estimated balance be after 12 months based on a £1,000 deposit?</b>	<p>The estimated balance after 12 months is £1,046.40.</p> <p>This projection assumes that the account is opened with a £1000 deposit, that you do not make any withdrawals or further deposits and that the interest rate stays at the current rate of 4.64% for the full 12 months. This projection is for illustrative purposes only and doesn't take into account your individual circumstances.</p>
<b>How do I open and manage the account?</b>	<p>You can open and manage the account via the Tembo App.</p> <p>To open a Tembo Cash ISA, you must be a UK tax resident aged 18 or over, and your home address must be in the UK. You also need an email address and National Insurance number.</p> <p>Your Cash ISA account opening date will be the date you first deposit money into your Cash ISA. You can't pay in more than the annual allowance for ISAs set by the Government in any tax year. Whilst we will monitor the balance of ISAs you hold with us, it is important that you make sure you don't exceed your</p>

	annual allowance through contributions to other ISAs you may have.
<b>Can I withdraw money?</b>	<p>You can withdraw money from your Tembo Cash ISA into your linked UK current account. The linked account must be in your name as the sole account holder and connected via the App. You can withdraw some or all of the balance held in your Cash ISA. The minimum amount you can withdraw is £10 (or the remainder of your balance if less than £10).</p> <p>If you initiate a withdrawal before 2pm on a working day, we will typically process that withdrawal the same day. For withdrawals initiated after 2pm or on a non-working day, these are usually processed the following working day. However, please be aware that a withdrawal can take up to 3 business days to be processed.</p> <p>The Tembo Cash ISA is not a flexible ISA, so if you do make a withdrawal, the amount taken out cannot be replaced and will still count towards your annual ISA allowance. Please also be aware that by taking money out of your Tembo Cash ISA, you will lose the ISA tax-free status on any money withdrawn or transferred to an account that is not an ISA, which means you might need to pay tax on any future interest you earn on that amount.</p> <p>You can also transfer your Tembo Cash ISA savings in part or in full to another ISA provider and keep the tax-free benefits on the money transferred.</p>
<b>Additional information</b>	<p>The interest you earn in your Tembo Cash ISA will be tax-free so long as your account is managed in line with the Government's rules. The tax treatment of ISAs may be subject to change and depend on your individual circumstances.</p> <p>You can cancel this account within 14 calendar days of the date on which your account was opened. To cancel your account, please initiate a cancellation via the App. If you cancel within 14 days, your account will be closed, and any money you have paid in won't count towards your annual ISA allowance. Please see Condition 4 and Section 4 of the terms and conditions for more information about what happens when you cancel.</p>

## Questions and Answers:

Below, we've included answers to some of the key questions you might have about this product; you can click on each of the questions in the list below to be taken straight to the answer:

- What is a Cash ISA?
- How much can I save?
- Who can open a Tembo Cash ISA?
- How do I open a Cash ISA with Tembo?
- Withdrawing money from my Cash ISA
- How can I contribute to my Cash ISA?
- What are the charges for this account?
- How often is interest paid, and can the rate change?
- Can I cancel my Cash ISA?
- Can I close my Cash ISA?
- What happens if I move abroad?
- Where is my money held?
- What type of Cash ISA is Tembo's?
- Can I transfer my existing ISA to a Tembo Cash ISA?
- Can I transfer my Tembo Cash ISA to another provider?
- What happens in the event of my death?
- Important information about compensation arrangements
- Complaints

### **What is a Cash ISA?**

A Cash Individual Savings Account (ISA) is a savings account for UK residents. It offers tax-free interest on savings, allowing you to save up to £20,000 per tax year without paying income tax on the interest earned.

### **How much can I save?**

The current annual limit is £20,000, often called the ISA allowance. This means you can invest up to £20,000 into a Cash ISA in the 2024-2025 tax year (from April 6th to April 5th) and then invest up to the ISA allowance again in the next tax year.

This £20,000 limit is shared with other ISA products, meaning, for example, if you invest £4,000 into a Tembo Lifetime ISA this tax year, you would have £16,000 of your overall £20,000 limit to invest into a Cash ISA.

### **Who can open a Tembo Cash ISA?**

To open a Tembo Cash ISA, you must be aged 18 or older and either a resident of the UK; or, if you don't live in the UK, a member of the armed forces or a Crown servant (for example, diplomatic or overseas Civil Service) or their spouse or civil partner. You'll also need a national insurance number and email address.

ISAs must be opened only in one person's name, as joint ISAs are not allowed.

### **How do I open a Cash ISA with Tembo?**

You can open an account through the Tembo App, which is available on the app store. You can then complete an application form through the app, which we will process. If you meet the eligibility criteria, your account will be set up, and you'll be able to add money to it. Your Cash ISA will only be open once you first deposit funds into it.

### **Withdrawing money from my Cash ISA**

On your instructions all or part of your money and any interest earned can be transferred or paid to you.

To withdraw money from your Cash ISA, please initiate a withdrawal through the App. The minimum amount that can be withdrawn is £10, and all withdrawals are paid to the UK personal current account linked to your account on the App. There are no limits to the number of withdrawals you can make.

If you initiate a withdrawal before 2pm on a working day, we will typically process that withdrawal the same day. For withdrawals initiated after 2pm or on a non-working day, these are normally processed the following working day. However, please be aware that a withdrawal can take up to 3 business days to be processed.

Please remember that by taking money out of your ISA, you will lose the tax-free status on any money withdrawn or transferred to an account that is not an ISA, which means you might need to pay tax on any future interest you earn on that amount.

### **How can I contribute to my Cash ISA?**

You can make one-off contributions and set up regular contributions by Direct Debit by initiating this in the mobile App. The minimum contribution by direct debit is £25. The

minimum contribution by instant bank payment (one-off contribution) is £10. Contributions must come from a UK current account in your name as the sole account holder.

**What are the charges for this account?**

There are no fees or charges for the Cash ISA account. We will retain the difference (if any) between the interest received from the underlying third-party banks we use to hold your money and the amounts paid on your product.

**How often is interest paid, and can the rate change?**

Interest is calculated daily and applied to your account on the 8th working day of every month.

The interest rate on this account is variable and may change in the future. You will be given at least 1 day's notice before an interest rate decrease occurs. Where the interest rate increases, we will publish information on our website and mobile app.

**Can I cancel my Cash ISA?**

If you are unhappy with your choice of account within 14 days of making your first deposit, you can cancel your account via the app or by emailing us at [hello@tembomoney.com](mailto:hello@tembomoney.com). By cancelling your account within this 14-day cancellation period, any money you put into your account will not count towards your annual subscription limit. Upon closing your account, we will return your money to you, but not any interest it might have earned before you decided to cancel.

**Can I close my Cash ISA?**

You can close this account at any time by contacting us via our App or emailing us at [hello@tembomoney.com](mailto:hello@tembomoney.com). If the account holder has passed away, please let us know by contacting us via the App or by email.

**What happens if I move abroad?**

You must notify us of any change of tax residency. You can do this through the live chat functionality on our mobile app.

If you are a UK resident but move abroad, your ISA can remain open and keep its tax-free status. You can also continue to make subscriptions for the remainder of the tax year in which you move abroad. However, you cannot make further subscriptions in subsequent tax years unless you are a Crown employee or married to/in a civil partnership with a Crown employee.

If you return to the UK and notify us, you will be able to pay into your ISA again (subject to the annual ISA allowance). You can check your tax residency status online by visiting <https://www.gov.uk/tax-foreign-income/residence>.

**Where is my money held?**

The money you pay into this Tembo Cash ISA is deposited directly into client money bank accounts held with our third-party banking counterparties. You can find out more about the banks we use on our website and our FSCS Information document.

**What type of Cash ISA is Tembo's?**

The Tembo Cash ISA is a non-Flexible ISA. With non-flexible Cash ISAs, all deposits count towards your annual ISA allowance, irrespective of any withdrawals.

**Can I transfer my existing ISA to a Tembo Cash ISA?**

Yes, you can transfer your existing ISA to a Tembo Cash ISA. To do so, simply request a transfer whilst in the Tembo app. You can transfer some or all of your previous and current years' subscriptions. Your transfer will then be processed within 15 working days, and once completed, your money will show in your account.

**Can I transfer my Tembo Cash ISA to another provider?**

You can transfer the value of your Cash ISA to another provider at any time.

To transfer your Cash ISA to another provider, please contact them to arrange this. You can transfer any amount relating to previous years' subscriptions, and whilst you do not have to transfer current year subscriptions, you can transfer some or all of this should you wish. Your new provider will then contact us to arrange the transfer. Under the ISA Regulations, completing your request to transfer your Cash ISA can take up to 15 working days.

**What happens in the event of my death?**

If you pass away, your Cash ISA will form part of your estate for inheritance tax purposes, and your spouse or civil partner can inherit the ISA tax advantages.

Once we are notified of your date of passing, we will designate your Cash ISA as a "continuing account of a deceased investor," meaning the account will maintain its ISA status for up to three years after that date. The account will continue to benefit from tax advantages until the earlier of the completion of the administration of your estate, the closure of the account, or the third anniversary of your passing.

**Important information about compensation arrangements**

We use third-party banks to hold your money. The banks we partner with are covered by the Financial Services Compensation Scheme (FSCS), which protects money in the event that a bank or financial institution is unable to meet its financial obligations.

The FSCS can pay compensation of up to £85,000 per person for your total eligible deposits with a particular bank, whether it is deposited by Tembo Savings, by other providers, or by you directly with the bank. This means that if the bank we hold your money with goes out of business and is unable to return your money, the FSCS may compensate you up to this limit, subject to eligibility.

Further information about the compensation provided by the FSCS can be found on the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

### **Complaints**

To make a complaint, please send us a message on Live Chat within our app or by emailing us at [complaints@tembomoney.com](mailto:complaints@tembomoney.com).

We respond to all complaints within 8 weeks. If you're not satisfied with our response, you can refer your complaint to the Financial Ombudsman Service (FOS) via their website at <https://www.financial-ombudsman.org.uk/make-complaint>, by writing to them at Financial Ombudsman Service, Exchange Tower, London E14 9SR or by telephoning 0800 023 4567.

Further details of our complaint procedures are available at:  
<https://www.tembomoney.com/legal-documents>.