



Virgin Money  
Unit Trust Managers Ltd

PO Box 9522  
Chelmsford  
CM99 2AB

[virginmoney.com](http://virginmoney.com)

September 2023

Hello

## Get ready for an even brighter ISA

As you may already know, we're making some exciting changes to improve our investments. So, we're getting in touch to give you all the info on what's changing and what isn't. There are also new Terms for your Stocks and Shares ISA that will start when we make the changes.

We're looking to make these changes in November, but we'll write to you nearer the time to confirm when.

It's important you understand and are happy with the changes and new Terms so please take some time to read the enclosed documents. Just so you know, our charges aren't increasing.

### So what's changing?

- **New Online Service.** We're making this easier to use, even more secure and giving you more ways to track and manage your ISA. You'll also find copies of the important documents we send you stored online.
- **Handy Investments and Pensions app.** For the first time, you'll have access to an app, so you can keep track and manage your account on the go.
- **New look statements.** Your new statements will still be issued twice a year but at different times – one around your birthday and one six months later. You'll also get them more quickly than you do now.
- **ISAs all together.** If you've got more than one Stocks and Shares ISA with us, we'll merge them together so it's simpler to see how things are doing.
- **Clearer charges.** Double good news here. Our charges aren't increasing, but how we explain and collect them is changing, so it's crystal clear what you're paying for.

Continued overleaf...

### Other useful info to know:

- **Same phone service.** We'll still be here to help you over the phone with the same opening hours. You'll still be able to write to us, too.
- **Your Direct Debit(s) will continue.** If you make your payments by Direct Debit, they'll be carried over to your new account.

### Nothing you need to do

If you're happy with these improvements, there's nothing you need to do – they'll happen automatically. We'll write to you again nearer the time to confirm exactly when, and that's when your new Terms will take effect. We'll make the changes over four consecutive days. You'll be unable to make any transactions on those days. To keep disruption to a minimum this will be a Thursday, Friday and a weekend and we'll still be open as normal to answer any questions.

If you decide that these changes aren't for you, you can close your ISA or move it to another provider at any time. Of course, we hope you'll give our new service a go first.

### Any questions?

If you can't find an answer in the leaflets, check out our Q&As at [virginmoney.com/newservice](https://virginmoney.com/newservice). Or get in touch by calling us on **03456 10 10 39\***. This is a dedicated number so we know you're calling about these changes. If you're calling us from overseas, then please call us on **0044 1268 44 39 47**. We're here from 8am to 9pm Monday to Friday, and 9am to 6pm on Saturday. We'll do everything we can to help.

### The team at Virgin Money

\*Calls may be monitored and recorded. Calls to 03 numbers cost the same as calls to 01 and 02 numbers and they are included in inclusive minutes and discount schemes in the same way.