

## Welcome to your new, improved Online Service

Thanks to your brilliant new Online Service, you can do lots more with your Stocks and Shares ISA.

### Paying in, and taking out

We've made it super-simple to pay money in and take money out. Lots of the features are new, too.

- Transfer in Cash or other Stocks and Shares ISAs
- Top up by debit card
- Set up a monthly Direct Debit
- Stop and change your Direct Debit
- Open another investment or pension product
- Withdraw money as a one off or monthly amount

### Keep control easily

There are more ways than ever to stay in control of your account:

- Contact us using web chat
- Send us a secure message about your account
- Switch money between funds
- Change contact details (e.g. your email or postal address, or phone number)
- Upload documents you need to send us
- View copies of new documents we've sent to you
- Get help and support from FAQs, articles and tools
- See all your investments and pensions accounts together

### Go paperless?

If you'd rather not receive paper copies of what we send you, simply switch them off. Head to your profile in Online Service and select **Go paperless**. You won't miss a thing – we'll email you whenever there's a document waiting for you.

### Take a tour

If you want a quick tour before you sign in – head to [virginmoney.com/investmentwelcome](https://virginmoney.com/investmentwelcome). That's also the place to get top tips on making the most of Online Service.